

We have replaced our organization's name with the letter "X" in order to make the document de-identified

2024 A1c Pilot Program FAQ – CHCs
Cuidado en Casa: Pruebas de A1c (Care at Home: A1c Testing)

Q: What is X's A1c pilot program?

A: X's A1c pilot program is called *Cuidado en Casa: Pruebas de A1c*. It is a first-year initiative to improve the HbA1c Poor Control (>9.0%) by decreasing member's A1c levels. The pilot program is co-led by X's Equity & Quality Performance and Care Management teams to fulfill the Healthcare Authority's (HCA) 2024 Performance Improvement Project (PIP) requirement. The pilot program aims to outreach Hispanic/Latino and/or Spanish-speaking Medicaid patients whose A1c level is 9.0 or higher, regardless of their current engagement with CHPW's diabetes care program. Participants will be offered an at-home A1c test kit, culturally and linguistically appropriate diabetes education, and health coaching services.

In previous years, X has partnered with the vendor Everly Health (formerly Home Access Health Corporation) to provide at-home colorectal cancer screening test kits to eligible patients. We are evolving our partnership with Everly Health to now include at-home A1c test kits for eligible patients. Medicaid patients with an A1c level higher than 9 will be sent an at-home test kit called a hemoglobin A1c test (HbA1c). This test requires a single blood sample to screen the patient's A1c level. Throughout the pilot program, patients will receive support from health coaches or a case manager to provide culturally and linguistically tailored education, encourage their participation in the diabetes care program and to return their A1c test kit. Medicaid patients who return their test will also receive a \$15 gift card in the mail.

Note, Everlywell acquired Home Access Health Corporation and PWNHealth and formed the parent company Everly Health, so you may see Everlywell and Everly Health used interchangeably.

Q: What is HbA1c Poor Control (>9.0%)?

A: A standardized Healthcare Effectiveness Data and Information Set (HEDIS) performance measure, Hemoglobin A1c Control for Patients with Diabetes (HBD): HbA1c Poor Control (>9.0%) identifies patients ages 18-75 who have been diagnosed with diabetes (either type 1 or 2) during the measurement year or the prior year and who have a previously recorded A1c level that is missing or greater than 9.0. *Cuidado en Casa: Pruebas de A1c* specifically identifies and supports X Medicaid patients who are:

1. Aged 18-75 who have been diagnosed with diabetes (types 1 and 2)
2. Have a hemoglobin A1c (HbA1c) greater than 9.0% during the measurement period (12/31/2023-Present), or if the result is missing, or if an HbA1c test was not conducted during the measurement year
3. Receiving care in a participating CHC clinic
4. Hispanic/Latino or Spanish speaking
5. Currently receiving or agree to receive care management/health coaching diabetes education and services

The program may expand in the future to include patients from other racial/ethnic/linguistic groups or other lines of business (i.e., Apple Health Expansion).

Q: What communications do patients receive?

A: Patients may receive the following communications:

1. **Introductory Call:** This outreach will be conducted by a health coach or a diabetes case manager. They will inform patients about the importance and relevance of the test, health coaching services, and if the patient agrees to take the test, then they will let them know once it is on the way in the mail, and what they will need to do.
2. **Test Kit Package:** Patients will receive a test kit package with a letter, test kit, instructions, and a pre-paid return label to mail their test back to the lab.
3. **Reminder Calls, SMS, and Emails:** After the patient's test kit package is delivered, they will receive reminder calls from X's health coaches or case managers to mail their test back to the lab. Patients will also receive reminders from Everly via SMS (text messaging) and email (if we have an email on file) to mail their test back to the lab.
4. **Transactional Messages:** Status updates are sent via email (if we have an email on file) regarding their sample, such as when the test is received by the lab and when results are ready to be reviewed.
5. **Results Notification:**

All patients will receive mailed results which include their A1c number and whether it fell into the Normal, Abnormal, or Alert categories.

Normal: Patients with a normal test result ($A1c < 5.7\%$) will receive mailed results. Patients will also have the option to view their results securely online. A link and QR code will be included in the results letter.

Abnormal: Patients with an abnormal test result ($A1c \geq 5.7\%$) will receive mailed results and a live call from Everly Health. Patients will be encouraged to follow-up with their primary care provider (PCP). Patients will also have the option to view their results securely online. A link and QR code will be included in the results letter.

Alert: Patients with an abnormal test result ($A1c > 9.0\%$) will receive mailed results and a live call from Everly Health. Patients will be encouraged to follow-up with their primary care provider (PCP). Patients will also have the option to view their results securely online. A link and QR code will be included in the results letter.

- Everly Health will attempt three calls within three days of receipt of the result.

6. **Untestable kits:** Patients whose tests are unable to be processed will receive a live phone call from Everly Health to determine next steps, like correcting information provided on the returned test or sending a replacement kit to the patient.

Q: Will communications be translated?

A: Communications will be translated into Spanish for Medicaid patients. The translated communications include the test kit package letter, results letter, and replacement kit letter.

Q: How does this impact my clinic?

A: Clinics may experience a slight increase in appointment requests for HbA1c testing as a result of health coaching, and increased education and awareness among X patients related to managing their diabetes. Clinics will also receive communications from Everly Health about their patient's test results. Each patient's PCP will be sent the results (both negative and positive) to their electronic medical record (EMR) message inbox. Everly Health partners with Secure Exchange Solutions, a DirectTrust-certified vendor, to provide secure test result delivery. For providers who do not have this secure exchange set up, patients' test results (negative and positive) will be faxed to your clinic at the fax number that was provided.

Last updated: 10/15/2024



Q: What kind of reporting is available?

A: Upon request, X can provide a list of patients assigned to your clinic who are being outreached by the *Cuidado en Casa: Pruebas de A1c* prior to launch. Test results are also shared with your clinic's Quality team on a weekly basis to ensure appropriate follow-up if needed. The lab testing for this program is billed via claims, so test completion will be visible to your clinic within the Clinical Integration System (CIS).

Q: How does the reward work?

A: Once a Medicaid patient returns their test, they will receive a \$15 Safeway gift card in the mail from X in 4-6 weeks.

Q: What is the timeline for the program?

A: The pilot is anticipated to start in mid-November and run for 3-4 months, with all test kits being returned by Q1 of 2025. We will evaluate the program after the pilot ends and decide whether to expand it for next year.

Q: What happens when the program ends?

A: X will generate a report listing any patients that had an Alert result and did not follow up. X's Care Management team will call those patients to ensure that they get connected to the appropriate services. All patients that want to receive health coaching or are already enrolled will continue to receive support from X's diabetes education/health coaching team to provide them with support, education and resources.

Q: What do I need to do?

A: Inform your clinic manager and other leadership about this outreach effort and what it means for your clinic. If you or your teams have questions about this project, please contact your Program Manager:

Q: What does the test kit look like?

A:



Gauze



Collection Cassette



Alcohol Pad



Lancet



Bandage

First Name _____
Last Name _____
Date of Birth (MM/DD/YY) _____
Collection Date (MM/DD/YY) _____

Patient Info Sticker



Blood Sample Return Bag



Prepaid Return Shipping Label