



Welcome to Transform Diabetes Care

Helping you take care of your health.

As part of your NALC Health Benefit Plan, Transform Diabetes Care® offers personalized coaching, monitoring, and one-on-one support. There's nothing you need to do right now, but keep reading to learn more about the program and what to expect.

What is Transform Diabetes Care?

Transform Diabetes Care, or TDC, is a program that helps you take care of your diabetes and overall health. Along with glucose monitoring, TDC uses health information you share for health coaching based on your needs. You'll get help with diet and lifestyle habits, reminders about screenings and more.

What can TDC help me with?

Staying on track with your glucose testing and blood pressure (if available under your plan)

- Testing and tracking with the support of a digital app
- Support from a Certified Diabetes Care Nurse

Lifestyle choices and overall health

- Help quitting smoking
- Information about keeping a healthy blood pressure
- Diet and exercise help with digital app support
- Help keeping a healthy weight
- Information about related conditions like sleep apnea

Taking your medications

- Help taking your medications as your doctor prescribed
- Reminders about lab tests that affect your medications
- Help understanding and taking insulin as your doctor prescribed

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Preventive screenings

- Reminders about important screenings like foot exams, eye exams, lab tests and yearly check-ups
- Help keeping track of which tests you need and what the results mean

What do I need to do?

If you're already enrolled in a diabetes program, or if you're taking medications for diabetes, you'll be automatically enrolled. You may need to order new devices, like a new blood glucose meter or blood pressure cuff - we will let you know when and how. You won't need to return any of your current devices.

You'll be hearing more from us soon, including where you can get more information online or by phone. You may also get information from your current program about the transition to TDC. If you are already a member and have questions, please contact Customer Care at **1-800-348-5238**.

If I don't fill prescriptions at CVS Pharmacy®, can I still participate in TDC?

Yes, you'll still get the benefits of TDC. This includes:

- Glucose and blood pressure monitoring, if available under your plan
- Health coaching with our nurses
- Preventive screenings at MinuteClinic®
- Help staying on track with your medications

What else should I expect?

- When the program starts, you'll get information about ordering your connected devices if they're available to you.
- During the second month, you'll get messages about your condition.
- Throughout the program, we'll communicate with you whenever we see that there might be a gap in your care (but not more than one per month). You'll also get coaching calls from a nurse, who will help you manage your diabetes.
- We may sometimes send your doctor a fax about your medications. We may also send your doctor summaries of your MinuteClinic visits. We will only share information with your doctor if you give us permission.

Certified Diabetes Care Nurses do not diagnose or treat conditions. Their role is to connect members to appropriate resources and help identify and close gaps in care.

Testing supplies may be provided at no cost, or a copay/coinsurance/deductible may apply depending on client plan design.

By participating in the Transform Diabetes Care program, you are consenting to share your personal information, including health information, with CVS Caremark to help you manage your health. Information shared with CVS Caremark is protected by HIPAA and may result in a CVS Caremark pharmacist reaching out to you. CVS Caremark may also coordinate with your health care provider.

Certain benefits, connected devices, the mobile app and health coaching included in the Transform Diabetes Care program are available based on satisfaction of program eligibility requirements and your plan provider's plan. This program is solely funded and offered by your plan provider at no cost to you. Benefits, services, prescriptions and devices that are not included in the Transform Diabetes Care program are subject to applicable copayment, coinsurance and deductibles, as well as health benefits and health insurance plan exclusions and limitations. See your plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Program availability is subject to change.

This program is not a substitute for medical care provided by your doctor and is not a replacement for the advice or treatment you may be receiving from your doctor. In the event of a medical emergency, contact 9-1-1.

Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information.

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