



On Demand: Patient Diabetes Management Program

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On.Demand™ puts essential tools at your patients' fingertips to empower them to manage their diabetes and improve their overall health. Using cellular technology, real-time glucose readings, and automatic supply refills, the program facilitates timely intervention while reducing waste and removing barriers to participation.

Your Role as a Provider:

On.Demand is a partnership between you, your patient and SilverSummit Healthplan. While providing patients with education and support, the program also provides you with early, actionable information for managing the care of your most at-risk patients.

First, you'll receive a request to send a new prescription for an On.Demand cellular-enabled glucometer when a patient is identified and enrolled.

As standard practice, once testing begins we will regularly notify you by fax if a patient has atypical results or is symptomatic, and provide you with his or her health data. We also encourage patients to contact you directly.

You may call at any time to request a list of your patients' blood sugar readings for a defined period to help you evaluate the efficacy of a current treatment plan or the result of any recent changes.

How the Program Works:

In addition to providing patients with education and support when needed,

- Patients receive an On.Demand supply kit with a glucometer, test strips and instructions. As test strips are used and recorded, additional ones are automatically sent out.
- Blood glucose readings are transmitted to a secure website and monitored by our health coaches, certified diabetes educators.
- Through clinical triage, patients registering high or low readings are identified to receive outreach support calls.
- Patients with a pattern of high or low blood sugar, poor testing compliance, or a pattern of poor blood glucose control receive educational outreach calls.
- Patients who do not test for five days receive a customer service call to discuss barriers to testing.

Contact SilverSummit Healthplan On.Demand program at 1-888-982-7618.

The On.Demand Diabetes™ program is built on a comprehensive set of protocols based on standard and evidence-based guidelines from the American Diabetes Association, the American Heart Association, the National Institutes of Health, and others. Our clinical guidelines and standards of care are available on request.