



Welcome to Transform Diabetes Care 2.0 – Launching March 1, 2024

- Employees on the NBOE Aetna medical plan will be eligible to use Transform Diabetes Care 2.0 (TDC 2.0). This is a new personalized program offered by **Newark Board of Education** Wellness Program to make it easier to manage your diabetes, at no extra cost.
- If you are managing diabetes, you're enrolled automatically. Soon you may see notifications, like emails, text messages and mailings as part of your new program. You may also get individualized coaching in the coming months from a registered nurse to help you in care planning, meal planning, testing blood sugar or managing medications.
- The Transform Diabetes Care 2.0 program is a 12-month program that helps keep your diabetes in check — at no extra cost to you.
- It gives you customized guidance based on your specific needs. With the Health Optimizer™ app, you can monitor your glucose and blood pressure; track and share readings; learn more about diabetes and maintaining a healthy lifestyle; make meals that align with your dietary restrictions; and more. To stay on track, you can get personalized support from Certified Diabetes Care and Education Specialist nurses.
- If you have additional questions, contact Aetna's **TDC Clinical Specialist at 855-808-0837**.



How it works

- by supporting members across five clinical impact areas
- individualized, targeted member outreach



- **Connected devices help members monitor blood glucose and blood pressure**



Lifestyle and comorbidity management



Guideline-driven screenings



Adherence to medication



Taking the right medication

Our diet-agnostic approach helps drive sustainable behavior change

Members may work with an Aetna TDC registered dietitian to **develop a nutrition plan based on personal preferences** that helps them maintain healthy changes.



We tailor nutrition plans to fit individual needs considering:

Social determinants of health

Culturally relevant diets

Dietary restrictions

Food preferences

With our digital resources, members can seamlessly connect to care and get support on their path to better nutritional health.

Members can track their progress anywhere, any time

Health Optimizer **provides daily support** for members with diabetes.

Members can:

- ✓ **Connect devices** e.g., glucometer, b/p cuff
- ✓ **Browse personalized meal recommendations**, recipes and shopping lists
- ✓ **Track labs**, medications, activity and symptoms
- ✓ **Get digital coaching** with AI-driven, real-time insights
- ✓ **Receive guidance** that shows the impact of diet on condition and overall health
- ✓ **Easily access** clinically based education
- ✓ **Bilingual capability** to change app to Spanish
- ✓ **Text/chat** with Aetna RN CDCES, and Registered Dietitians



AI (Artificial intelligence). CDCES (certified diabetes care and education specialist)

FAQ

- Can my dependent spouse use TDC 2.0?
 - Yes, if enrolled in one of the NBOE Aetna medical plans.
- Can my dependent child use TDC 2.0?
 - Yes, if enrolled in one of the NBOE Aetna medical plans and is 18 or older.
- Do I have to participate in TDC 2.0?
 - No, but you must call Aetna Medical Member Services at 1-855-223-8791 to opt out of the TDC services.
- Is there an additional cost to this program?
 - No, this new personalized program offered by Newark Board of Education Wellness Program to make it easier to manage your diabetes, at no extra cost.
- What criteria will be used to determine eligibility for the program?
 - All adults with Type 1 or Type 2 diabetes are eligible.

FAQ Continued

- What differentiates/determines high or low priority?
 - Care gap risk is determined through analysis of the member's clinical indicators, including comorbid conditions, lab, and lab results.
- Is it available to member with pre-diabetes diagnosis?
 - No
- What happens once a member is in the program for 12 months?
 - Members will remain in TDC if they meet our definition of "diabetes" which relies on A1c as well as other items. If a member's A1c falls below 6.5, if they still meet other aspects of our definition (i.e., medical DX, diabetes supplies claims, etc.) they will continue to be identified as a diabetic. As part of the care gap identification process, we ensure that the member still meets the standard definition of being diabetic. If a diabetic member has a controlled A1c, we will still identify gaps in care and continue outreach when appropriate so the member's diabetes remains under control.