

HEALTH PLAN SURVEY

February 19, 2008

The Diabetes Care Management Committee of the Partnership for Peak Healthcare Performance issued a November 6 survey to the five participating health plans. The objective was to learn more about the Diabetes Disease Management Programs currently available in the Dallas-Fort Worth area.

- All five plans responded, however not all sections were completed by all of the health plans.

Summary of key findings:

- All five health plans offer Diabetes Disease Management programs to participants diagnosed with diabetes. They reported participation rates from 22% to 92% of commercially insured diabetes patients.
- Four plans offer on-line Health Risk Assessments.
- Coverage of five of the most basic diabetes related tests and programs was fairly universal, however important components of diabetes care were not routinely covered by all plans and represent opportunities to evaluate plan design to encourage more appropriate care.
- Performance feedback was the only widely reported form of routine support offered to physicians. This represents an opportunity for the Partnership to provide other types of support.
- The provider resource on which the plans were most willing to standardize was a Diabetes Flow Sheet. The plans were less willing to standardize other resources due to national programs already in place.
- The plans were more willing to standardize patient education pieces as long as they did not conflict with national programs, or specific client requests.
- Only three of the plans offered physicians on-line access to health records.
- Incentives to physicians for high quality diabetes care varied, with three offering Pay for Performance, and two offering incentives for application to the NCQA Diabetes Physician Recognition Program. None offered enhanced reimbursement schedules for diabetes care.