People with diabetes are more likely to experience severe symptoms and complications when infected with COVID-19.

- California Department of Health Care Services

**Provider Re-Engineering**

- **Video Visits**: Staff provides iPad to the member, waiting in car, for a video visit and sanitizes iPad in between members’ use.

- **Project Echo Diabetes Program**: A hub team of experts train primary care physicians on how to deliver subspecialty care in primary care settings about diabetes amid COVID-19.

- **Pharmacy Access**: Members call first before picking up medications curbside; consider reducing or waiving prescription delivery costs.

- **Telemedicine Application**: Using Tidepool and CGMs, clinicians are able to access member glucometer and insulin pump data to adjust medications.

**Support for Members**

- **Medication Availability**: Ensure a minimum of 90 days supply of maintenance medications (both generic and brand name) and a week ahead supply of insulin; home delivery options.

- **Use of Quick Reference Guide**: Encourage members to use a one-page resource with local numbers and website links of pharmacy and community health support, and personal emergency contacts.

- **Diabetic Self Care Tips**: Gather supplies and important information, such as diabetes meal planning; plate method; fitness and sample exercises; physical activity recommendations for different age groups; what to do if sick with COVID-19.
Peoples with diabetes are more likely to experience severe symptoms and complications when infected with COVID-19.

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**MCP SPOTLIGHT**

**Supporting Providers and Members During COVID-19**

- **Virtual Town Hall Meetings**: MCP facilitates provider meetings to share effective practices to improve and safely provide preventive services to members.

- **Community Partnerships**: MCP assists providers with SNAP referrals, food bank linkages, and endocrine specialty referrals.

- **Medication and Medical Equipment Assistance**: MCP facilitates prior authorization needs for medications to manage diabetes not on formulary.

- **Food Access Assistance**: MCP, in partnership with grocery stores, provided two weeks food supply using the food box program.

- **Transport Assistance**: MCP assists transport of members to shelter care or motel room for COVID-19 self-quarantine purpose.

- **Strategic Outreach**: MCP uses data to identify high risk members for targeted messaging with wellness tips and immunization reminders.

- **Messaging**: MCP assures members that they can continue to safely receive vital health services and needed immunizations to keep members healthy.