Recommendations During COVID-19

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

- California Department of Health Care Services

A Reminder of Resources for MCPs

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.


► 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.
Recommendations During COVID-19

Managing Diabetes (Part 2)

People 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.