

PHONE SCRIPT

The sample script below will assist you in calling your insurance company to better understand your diabetes-related coverage and out-of-pocket costs.

INTRODUCTION:

"Hi, my name is [Your Full Name], and I'm a member with your health plan. My member ID is [Your Member ID]. I'm calling to get more information about my coverage for diabetes-related care and supplies. Could you help me with that or connect me with someone who can?"

ASK ABOUT THE FOLLOWING:

"I have diabetes and want to understand what's covered under my plan. I would like to ask you about a list of items to better understand the coverage information so that I can take some notes and write down my out-of-pocket costs."

MEDICAL AND/OR OTHER INSURANCE BENEFITS:

☐

Diabetes Self-Management Education Services (DSMES)

☐

Dietitian services/Medical Nutrition Therapy (MNT)

☐

Continuous Glucose Monitor (CGM)

☐

Blood sugar testing supplies and test strips

☐

Immunizations

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MEDICAL AND/OR OTHER INSURANCE BENEFITS:

☐ Specialty care

☐ Pharmacy benefits

☐ Mental health screenings and coverage

☐ Adaptive shoes

☐ Foot exams/foot care

☐ Lab work

☐ Dilated eye exams

☐ Dental exams/cleanings

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ADDITIONAL FREE SERVICES:

☐ Annual wellness visits

☐ Mental health screenings

☐ Nutrition counseling

☐ Fitness & wellness resources

☐ Fitness/gym membership reimbursement

☐ Health coaching/case management for diabetes management or prevention
(participation may include free testing supplies and resources)

CLOSE THE CALL:

Thank you so much for your help. Is there a summary of my diabetes-related benefits that could be sent to me by email or mail? And is there a case manager or support service I can speak to for ongoing help managing my care? Thank you again for your time and assistance!