



2020 DIABETES CARE PROGRAM Frequently Asked Questions

QUESTIONS	ANSWERS
<p>1. What is the purpose of the Diabetes Care Program (DCP)?</p>	<p>DCP is a new health and wellbeing program designed specifically for our faculty and employees diagnosed with diabetes.</p> <p>As a participant in this program, you have direct and easy access to quality and coordinated diabetes medical care and services from Mount Sinai Health System (MSHS) providers: physicians, pharmacists, and nutritionists specializing in treating diabetes.</p> <p>The program provides individualized counseling by a MSHS registered dietitian certified diabetes educator (RD CDE), and a MSHS clinical pharmacist, coordinating with your MSHS doctor who oversees your care.</p> <p>Personalized medication delivery is available to each participant— delivered to you at your workplace.</p>
<p>2. Who is eligible to participate in DCP?</p>	<p>Employees To participate in the DCP program, faculty, employees and eligible dependents must meet the following criteria:</p> <ul style="list-style-type: none"> • Have a diagnosis of diabetes or a hemoglobin A1c blood level of $\geq 6.5\%$ • Be enrolled in the Mount Sinai Health System UMR/ CVS employee health and prescription plan <p>Dependents Eligible dependents of a MSHS employee must meet the above criteria and be 19 years of age or older.</p>
<p>3. Who is NOT eligible to participate in the DCP?</p>	<p>The following are ineligible for the DCP Program:</p> <ul style="list-style-type: none"> • Mount Sinai Health System students • Employees covered by a bargaining unit medical plan • Dependents that do not meet the above criteria
<p>4. Why should I participate in DCP?</p>	<p>By participating in the DCP, you receive coordinated diabetes care from a team of professionals committed to providing you the best care for your diabetes management and overall health.</p> <p>You will learn more about your diabetes. You will learn new ways to take care of yourself through personalized nutrition, exercise, and individual medication counseling. Your care team will be in consistent communication with each other to coordinate their care delivery to meet your health care needs. Additionally, you will have priority access to our robust cadre of wellness initiatives, including, team-based walking challenges, group exercise classes, body-and-breath work, and yoga and meditation.</p>



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<p>5. How will a Mount Sinai pharmacist help me?</p>	<p>Your Mount Sinai Health System (MSHS) pharmacist is experienced in working with patients, physicians, and other caregivers and is an integral part of your care team. Your pharmacist will ensure that your prescriptions are working-well together and adhere to national guidelines. Your personal pharmacist will regularly review and adjust your treatment plan in collaboration with your physician, to optimize efficacy and cost effectiveness. Your Mount Sinai pharmacist will help you understand why you are taking what you are taking and how to optimally benefit from each of your diabetes prescriptions. You have the option to speak with a pharmacist over telephone or over a video conference call to receive personalized education regarding any of your prescribed medications or insulin. The Diabetes Care Registration Team will set this up for you.</p>
<p>6. How do I get my diabetes medication through DCP?</p>	<p>Your DCP pharmacist coordinates your medications. When you meet with your pharmacist, you can choose to have your medications delivered to where you work, or you can pick up your medications at the Icahn School of Medicine Pharmacy - Employee Pharmacy, located on the MC level in Annenberg.</p>
<p>7. How can RD/CDE help me?</p>	<p>An RD CDE is a registered dietician who is certified as a diabetes educator. Your RD CDE is an integral part of your diabetes care team, advising you about nutrition and working with you to develop a custom meal plan. You will learn how to make personal nutritional choices and adopt an activity plan to help boost your energy. You have <i>unlimited consultations</i> with your RD CDE who is here for you!</p>
<p>8. Can my current Mount Sinai Health System physician be my DCP provider?</p>	<p>Absolutely! If you are already under the care of a MSHS doctor who manages your diabetes, that doctor can work directly with your MSHS pharmacist and nutritionist (RD CDE) who make-up your care team.</p> <p>If you do not have a MSHS physician, your MSHS RD CDE will help you find a MSHS doctor. <i>(You must use a MSHS doctor when participating in this program)</i></p>
<p>9. If I already participate in the Diabetes Alliance, can I also participate in the DCP?</p>	<p>Please do! As long as you are eligible for DCP, your current Diabetes Alliance registered dietitian (RD CDE) will help you become part of DCP. Your RD CDE will connect you with a Mount Sinai pharmacist and physician and coordinate your appointments so that you have the full support of your care team as a DCP participant.</p>



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10. Where are Mount Sinai Registered Dietitians and pharmacists located?	Please see the list of locations where you can see RD CDEs on the Mount Sinai Wellness website: https://www.mountsinai.org/about/ms-fit/diabetes
11. How do I get started with the Diabetes Care Program?	Starting in March 2020 , please contact us to start the registration process for the DCP. Registering is easy: call or email the Mount Sinai Wellness team or ask your Mount Sinai physician to refer you to DCP. To schedule your initial DCP appointment: <ul style="list-style-type: none"> • Email wellness@mountsinai.org, or • Call (646) 605-7716, or • Ask your Mount Sinai physician to refer you to the DCP in EPIC
12. When can I start participating in the DCP?	As soon as your DCP eligibility has been confirmed, you can start scheduling your DCP appointments to meet with MSHS RD CDE, pharmacist, and physician.
13. In addition to meeting the eligibility requirements in question # 2, above, are there are other requirements for participation in the DCP?	To become and remain an active member of the DCP, you will need to meet regularly with your MSHS DCP care team: <ol style="list-style-type: none"> 1. Registered Dietician who is a Certified Diabetes Educator (RD CDE) 2. Licensed Clinical Pharmacist (Pharm D)* 3. Internist or Endocrinologist (Physician) <p>*Also, you must have your medications delivered to where you work, or you can pick up your medications at the Icahn School of Medicine Pharmacy - Employee Pharmacy, located on the MC level in Annenberg.</p>
14. Is there a registration deadline for the DCP?	No. There is no deadline to register. Whenever you're ready, you can register for DCP. But, the sooner the better, so you can take advantage of this novel, unrivaled care program!
15. Where can I find information about diabetes care for MSHS faculty, staff, and dependents?	The Mount Sinai Wellness website has information about Mount Sinai Calm and Fit programs designed to take care of you—the members of our community of employees and families. Visit the site for information about diabetes care, nutrition, smoking cessation, exercise, yoga, meditation, and other self-care ideas that are available to you.
16. What if I have questions about the DCP?	If you have questions about the DCP, your well-being, or other wellness services, please email wellness@mountsinai.org or call (646) 605-7616.