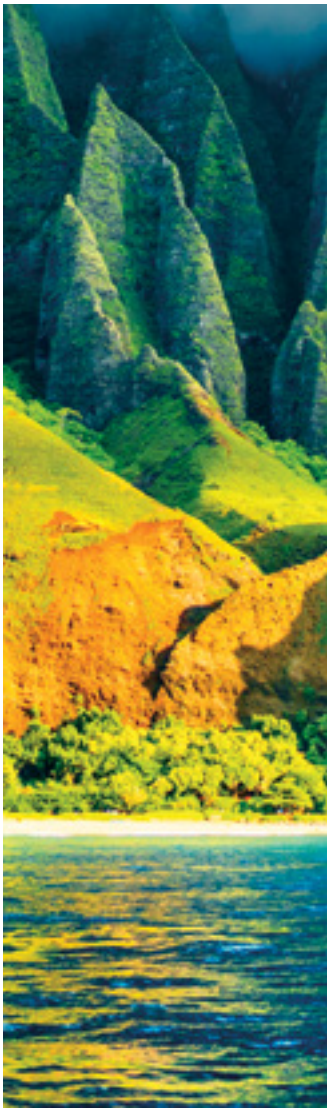
EUTF Diabetes Resource Guide

For active employees and their family members



Live well, stay well, get well.

November 2019

An Independent Licensee of the Blue Cross and Blue Shield Association

We'll help you live healthy

Diabetes can seem intimidating. But with the appropriate care and education, anyone can successfully manage their condition. Did you know that reducing your blood glucose level by just 1% can help you to prolong your life and significantly lower your risk of complications?

Whether you want to improve your health to enjoy a longer life or your next adventure, your EUTF plan benefits were designed to support you. This guide was put together to help you make the most of your EUTF benefits and the many resources available to you from HMSA, CVS Caremark®, and your primary care provider.

Diabetes checkups are an extremely important part of diabetes care. Establishing a close relationship with your primary care provider (PCP) is one of the best ways to manage your health. When you communicate openly, your PCP will be able to notice changes in your physical or emotional health and can tell you which of the services below are right for you:

Essential annual exams and tests

- ✓ Blood glucose (HbA1c).
- ✓ Dilated retinal eye exam.
- ✓ Comprehensive foot exam.
- ✓ Cholesterol test.
- ✓ Blood and urine tests to measure how well your kidneys are working.

If you don't have a primary care provider, simply go to hmsa.com/eutf and click Find your doctor. Or call 948-6499 on Oahu, or 1 (800) 776-4672 toll-free on the Neighbor Islands. Once you have a PCP, make an appointment for an annual checkup to assess your overall health. If you see a provider in our network, this preventive checkup is available at no cost to you.

In addition to your PCP, diabetes support is available.

- **A team of health care professionals, registered dietitians, and health coaches** can supplement the care you receive from your PCP. To learn more, call 1 (855) 329-5461, option 1, toll-free, Monday through Friday, 8 a.m. to 5 p.m.
- **Personalized outreach.** If you've been recently diagnosed with diabetes, an HMSA representative may call you to share a diabetes checklist and help you better understand the benefits, programs, and health coaching that are available to EUTF members.
- **Certified diabetes educators.** Diabetes educators can help you develop a personalized plan. To learn more about cost and eligibility, call 948-6499 on Oahu and 1 (800) 776-4672 toll-free on the Neighbor Islands, Monday through Friday, 7 a.m. to 7 p.m. and Saturday, 9 a.m. to 1 p.m.
- **Behavioral health care providers.** Together with our partners at Beacon Health Options, HMSA can help you and your dependents alleviate the stress that sometimes comes from managing a long-term medical condition. To learn more about getting a referral to behavioral health care providers, resources, and services, call Beacon Health Options at 695-7700 on Oahu or 1 (855) 856-0578 toll-free on the Neighbor Islands.
- **Fun and interactive group health education workshops.** As an HMSA member, you're welcome to participate in any of our fitness, nutrition, stress management, or other workshops to help manage diabetes at no extra charge. To find a workshop in your community that's right for you, go to hmsa.com/well-being/workshops or islandscene.com. To register, call 1 (855) 329-5461 toll-free, Monday through Friday, 8 a.m. to 5 p.m.
- **Free diabetes guide.** Learn some of the best ways to manage diabetes. Use the ABCs of Diabetes checklist on page 5.

BE WELL BE STRONG EUTF

Prescription drug benefits

EUTF offers a comprehensive prescription drug plan that covers most of your prescriptions with fixed copayments that keep costs down. The plan also offers preferred diabetes insulin at a lower copayment and preferred diabetes supplies (such as Accu-Chek® and OneTouch® test strips, lancets, BD Ultra Fine™ pen needles and syringes) at no cost.

CVS Caremark® Pharmacy	EUTF Actives			HSTA VB Actives	
	Retail (30-Day Supply)	Retail / Mail Order (90-Day Supply)	National (90-Day Supply)	Retail (30-Day Supply)	Retail / Mail Order (90-Day Supply)
Preferred Insulin	$5	$10	$15	$5	$9
Other Insulin	$25	$50	$75	NA	NA
Preferred Diabetic Supplies	$0	$0	$0	$0	$0
Other Diabetic Supplies	$25	$50	$75	NA	NA

The Diabetic Meter Program

This free program offers eligible EUTF members (active employees and non-Medicare retirees and their enrolled dependents) with one free blood glucose meter per year, either a OneTouch or an Accu-Chek. To take advantage of this offer, you must:

- Have diabetes and a valid prescription for blood glucose test strips. If members don't have a prescription for the blood glucose test strips, CVS Caremark may be able to get one from your doctor.
- Be enrolled in the CVS Caremark prescription drug plan through EUTF.
- Additional requirements or limitations may apply.

To apply for a free blood glucose meter or for resources to help you manage your diabetes, go to caremark.com/managingdiabetes or call CVS Caremark at 1 (800) 588-4456 toll-free. Meters will be shipped to you within seven to 10 days of the order.

For more information about your prescription benefits visit caremark.com/eutf or call 1 (855) 801-8263 toll-free.

CVS Caremark® is an independent company providing pharmacy benefit management services on behalf of HMSA.

For a full description of your benefits, go to hmsa.com/eutf to download your *Guide to Benefits.*

Questions? We're here for you. Call us at 948-6499 on Oahu or 1 (800) 776-4672 toll-free or visit us at an HMSA Center or office. For locations and hours, see the back cover of this guide.

Diabetes Management
Living the Rewards of Good Health

Diabetes ABCs Checklist

Tests I need this year:

A A1c Blood Sugar

How often: At least two times a year.
Goal: Below 7%.
Test Date: _____ Reading: _____
Test Date: _____ Reading: _____

B Blood Pressure

How often: Every time I visit my doctor.
Goal: Below 140/90 mm Hg or doctor's recommendation:
Test Date: _____ Reading: _____
Test Date: _____ Reading: _____
Test Date: _____ Reading: _____
Test Date: _____ Reading: _____

Kidney Function Exam

How often: Once a year.
Test Date: _____ Result: _____

C LDL-C Cholesterol Test

How often: At least once every 5 years or regularly as advised by my doctor.
Goal: Below 100 mg/dL.
Test Date: _____ Reading: _____
Test Date: _____ Reading: _____

D Diabetes Self-management Education

How often: When I need help meeting my goals.

E Eye Exam (dilated retinal eye exam)

How often: Once a year.
Test Date: _____ Result: _____

F Foot Exam

How often: Once a year.
Test Date: _____ Result: _____

Personal Goals:

_____
_____
_____
_____
_____
_____
_____

Things to Do:

- [ ] Keep appointments with my doctor.
- [ ] Maintain a healthy weight.
- [ ] Find a physical activity I like and keep at it.
- [ ] Eat healthy.
- [ ] Take my medications as directed.
- [ ] Get a flu shot.
- [ ] If I smoke, quit.

HMSA's well-being resources can help you set goals and learn about managing your diabetes. Call 1 (855) 329-5461 toll-free today to enroll and speak to a nurse, dietitian, health coach, or social worker.

HMSA's well-being resources do not replace care from your doctor; representatives work with you and your doctor to help you live healthier.

Federal law requires HMSA to provide you with this notice.

HMSA complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. HMSA does not exclude people or treat them differently because of things like race, color, national origin, age, disability, or sex.

Services that HMSA provides
Provides aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, please call 1 (800) 776-4672 toll-free; TTY 711

How to file a discrimination-related grievance or complaint
If you believe that we've failed to provide these services or discriminated against you in some way, you can file a grievance in any of the following ways:

- Phone: 1 (800) 776-4672 toll-free
- TTY: 711
- Email: Compliance_Ethics@hmsa.com
- Fax: (808) 948-6414 on Oahu
- Mail: 818 Keeaumoku St., Honolulu, HI 96814

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, in any of the following ways:

- Online: ocrportal.hhs.gov/ocr/portal/lobby.jsf
- Phone: 1 (800) 368-1019 toll-free; TDD users, call 1 (800) 537-7697 toll-free
- Mail: U.S. Department of Health and Human Services, 200 Independence Ave. S.W., Room 509F, HHH Building, Washington, DC 20201

For complaint forms, please go to hhs.gov/ocr/office/file/index.html.

Hawaiian: E NĀNĀ MAI: Inā hoʻopuka ʻoe i ka ʻŌlelo Hawaiʻi, loaʻa ke kōkua manuahi iā ʻoe. E kelepona iā 1 (800) 776-4672. TTY 711.

Bisaya: ATENSYON: Kung nagsulti ka og Cebuano, aduna kay magamit nga mga serbisyo sa tabang sa lengguwahe, nga walay bayad. Tawag sa 1 (800) 776-4672 nga walay toll. TTY 711.

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1 (800) 776-4672。TTY 711。

Ilocano: PAKDAAR: Nu saritaem ti Ilocano, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Awagan ti 1 (800) 776-4672 toll-free. TTY 711.

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1 (800) 776-4672 をご利用ください。TTY 711。まで、お電話にてご連絡ください。

Korean: 주의: 한국어를사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1 (800) 776-4672번으로 연락해 주시기 바랍 니다. TTY 711 번으로 전화해 주십시오.

Laotian: ກະລຸນາສັງເກດ: ຖ້າທ່ານເວົ້າພາສາລາວ, ການຊ່ວຍເຫຼືອດ້ານພາສາ, ບໍ່ມີຄ່າໃຊ້ຈ່າຍ, ແມ່ນມີໃຫ້ທ່ານ. ໂທ 1 (800) 776-4672 ຟຣີ. TTY 711.

Marshallese: LALE: Ñe kwōj kōnono Kajin Ṃajōḷ, kwomaroñ bōk jerbal in jipañ ilo kajin ṇe aṃ ejjeḷọk wōṇāān. Kaalọk 1 (800) 776-4672 tollfree, enaj ejjelok wonaan. TTY 711.

Pohnpeian: Ma ke kin lokaian Pohnpei, ke kak ale sawas in sohte pweine. Kahlda nempe wet 1 (800) 776-4672. Me sohte kak rong call TTY 711.

Samoan: MO LOU SILAFIA: Afai e te tautala Gagana fa'a Sāmoa, o loo iai auaunaga fesoasoan, e fai fua e leai se totogi, mo oe, Telefoni mai: 1 (800) 776-4672 e leai se totogi o lenei 'au'aunaga. TTY 711.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1 (800) 776-4672. TTY 711.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1 (800) 776-4672 toll-free. TTY 711.

Tongan: FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea teke lava 'o ma'u ia. Telefoni mai 1 (800) 776-4672. TTY 711.

Trukese: MEI AUCHEA: Ika iei foosun fonuomw: Foosun Chuuk, iwe en mei tongeni omw kopwe angei aninisin chiakku, ese kamo. Kori 1 (800) 776-4672, ese kamo. TTY 711.

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1 (800) 776-4672. TTY 711.

Serving you

Meet with knowledgeable, experienced health plan advisers. We'll answer questions about your health plan, give you general health and well-being information, and more. Visit hmsa.com for directions.

HMSA Center @ Honolulu
818 Keeaumoku St.
Monday through Friday, 8 a.m.–5 p.m. | Saturday, 9 a.m.–2 p.m.

HMSA Center @ Pearl City
Pearl City Gateway | 1132 Kuala St., Suite 400
Monday through Friday, 9 a.m.–6 p.m. | Saturday, 9 a.m.–2 p.m.

HMSA Center @ Hilo
Waiakea Center | 303A E. Makaala St.
Monday through Friday, 9 a.m.–6 p.m. | Saturday, 9 a.m.–2 p.m.

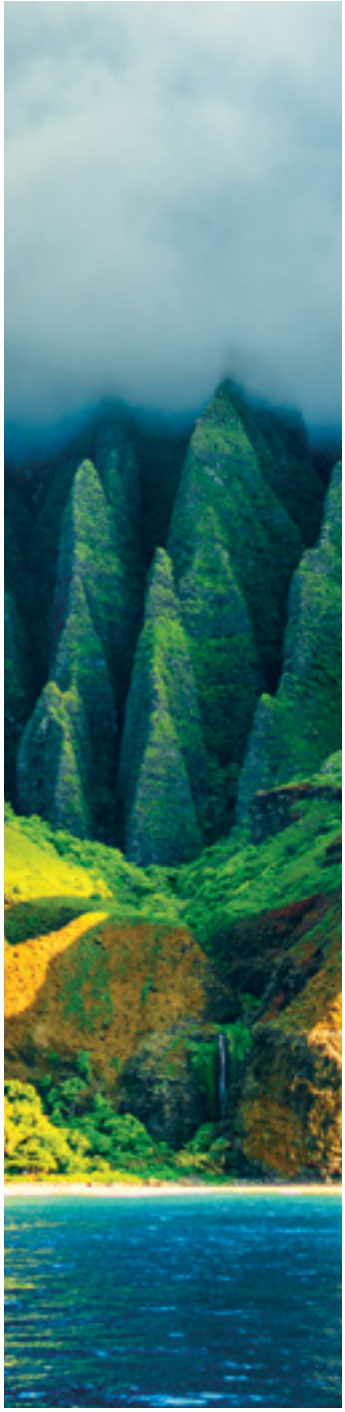
HMSA Center @ Kahului
Puunene Shopping Center | 70 Hookele St., Suite 1220
Monday through Friday, 9 a.m.–6 p.m. | Saturday, 9 a.m.–2 p.m.

Customer Relations representatives are also available in person at our Neighbor Island offices, Monday through Friday, 8 a.m. to 4 p.m.:

Kailua-Kona, Hawaii Island | 75-1029 Henry St., Suite 301
Phone: 329-5291
Lihue | 4366 Kukui Grove St., Suite 103 | Phone: 245-3393

Contact HMSA. We're here for you.

Call 948-6499 on Oahu or 1 (800) 776-4672 toll-free
on the Neighbor Islands or Mainland.
Monday through Friday, 7 a.m.–7 p.m. | Saturday, 9 a.m.–1 p.m.



hmsa.com/eutf myhmsa @askHMSA askhmsa

Together, we improve the lives of our members and the health of Hawaii.
Caring for our families, friends, and neighbors is our privilege.

(O) 4000-72218 11.19 cs