



Diabetes Support and Resources

For UofL Employees



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Diabetes Support

Managing diabetes can be a challenge. Making lifestyle adjustments, using available resources and having a strong support system can help manage diabetes effectively. This all-encompassing guide of diabetes resources and support is here to help you along your wellness journey.



Newly diagnosed?

An initial diabetes diagnosis can be overwhelming. It is difficult to know where to start, but take a deep breath, dive into this guide, and know you are on your way to successfully managing your condition.

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Types of Diabetes

There are several types of diabetes diagnoses that may lead to different treatment plans.

Prediabetes

Prediabetes occurs when blood sugar levels are higher than normal, but not yet high enough to be diagnosed as type 2 diabetes. Prediabetes is a high-risk indicator of type 2 diabetes if steps are not taken to lower blood sugar levels. Initial steps to lowering blood sugar levels are eating healthy, increasing physical activity and weight management.

Type 1 diabetes

Type 1 diabetes is a chronic condition that occurs when the immune system attacks cells in the pancreas that produce insulin. As a result, the pancreas produces little or no insulin, increasing the level of glucose in the body. Individuals given a type 1 diabetes diagnosis must measure their blood sugar levels multiple times a day through finger pricks or by wearing a continuous glucose monitor (CGM).

Type 2 diabetes

Type 2 diabetes is also a chronic condition that occurs when the body is unable to properly process glucose (sugar). Glucose dysregulation may result in too much glucose circulating in the blood, leading to high glucose levels. Type 2 diabetes is the most common form of diabetes and may be controlled by healthy eating, exercising, potentially weight loss and/or medication.

Gestational diabetes

Gestational diabetes occurs during pregnancy as hormone levels change, potentially making it difficult on the body to properly process blood sugar. Gestational diabetes may be controlled by healthy eating, exercising and if necessary, medication. Gestational diabetes may resolve on its own after pregnancy, but it can be a risk factor for developing type 2 diabetes.

To learn more about diabetes, visit the [Centers for Disease Control & Prevention \(CDC\)’s Diabetes Basics webpage](#).

Comorbidities

Someone who is diagnosed with type 2 diabetes is at an increased risk of having a second chronic condition such as hypertension or heart disease. When two or more chronic conditions are diagnosed, a person is said to have comorbidities. Talking to your healthcare provider will help you understand your risk of comorbidities and establish a personalized treatment plan.



Understanding your A1C reading

An A1C test, also known as the hemoglobin A1C or HbA1c test, is a simple blood test that measures your average blood sugar control levels over the past three months. It is a test commonly used to help you and your healthcare team manage your diabetes. Higher A1C levels are linked to diabetes complications, so reaching and maintaining your individual A1C goal is important if you have diabetes.

The recommended A1C level is below 5.7%. A level of 5.7% to 6.4% may indicate prediabetes, and a level of 6.5% or higher may indicate type 1 or type 2 diabetes.

It is recommended that individuals with diabetes maintain an A1C level of 7% or less. However, your personal goal will depend on many things such as your age and any other medical conditions. Work with your healthcare team to set your own personal A1C goal.



A Diabetes Diagnosis

Receiving a diabetes diagnosis for the first time may bring forth many uncertainties and questions. Don't worry, there are several resources available to you that will help you along the way. Below are just a few resources that can help you manage your diabetes.

- **A primary care physician (PCP):** Your primary care physician is generally the first point of care once you have been diagnosed with diabetes. Your PCP may refer you to additional specialists that will help you navigate your diagnosis.
 - **An endocrinologist:** An endocrinologist is a doctor who has special training in diagnosing and treating disorders of the endocrine system, which are the glands and organs that make hormones. Endocrinologists treat disorders including diabetes, infertility and thyroid, adrenal and pituitary gland problems.
 - **A pharmacist:** In addition to filling your diabetes prescriptions, pharmacists can help you understand your medications and address any questions you might have about them. They also work to ensure quality and safety, which includes guiding you on how to take your medications as prescribed. Remember that KYRx can also provide great prescription drug guidance as well if you have questions about side effects, cost, formulary status or alternatives. Contact KYRx at **1-855-218-5979**.
 - **A Livongo coach:** Livongo coaches may include registered dietitians, registered nurses, licensed social workers and more. Registering with Livongo gives you access to messaging and live sessions with a coach to set goals, explore strategies and celebrate wins. Learn more about Livongo on [page 10](#).
 - **A diabetes nurse educator:** A diabetes nurse educator is a healthcare professional who helps diabetes patients better understand their condition and how to manage it.
 - **A nutritionist or registered dietician:** Nutritionists or registered dietitians provide training and information about the benefits of healthy foods and a balanced diet. In the case of diabetes, they can help patients understand carbohydrate counting and healthy eating that promotes stable blood sugar levels.
- Need help finding any of the resources mentioned above?** Even if you are not enrolled in a UofL medical plan, you still have access to Health Advocate support. Contact Health Advocate at **1-866-779-2731** to set up appointments, find providers and more. Health Advocate is available to you, your dependents, parents and parents-in-law.



Questions to ask your provider

- What type of diabetes do I have?
- How often should I be checking my blood glucose levels?
- What medications am I on for diabetes and what is the best way to take them? (medication names, how do they help manage diabetes, timing, dosage)
- What and when was my last A1C (this is a blood test that shows the average blood sugar level over 3 months)?
- What are my treatment goals? (e.g., blood sugar, A1C, weight goals, blood pressure, cholesterol (lipids), etc.)
- How much exercise should I get routinely and how may this impact my glucose levels/insulin administration?
- What should my plan for managing my diabetes be when I am sick or if I need to have surgery?



Lifestyle and Diabetes

Living a healthy, balanced and active lifestyle is important for everyone. It is especially important when living with diabetes. Diabetes increases the risk of developing other health problems.

Care Schedule

The CDC recommends individuals living with diabetes follow the health screening guidelines below:

Every day	<ul style="list-style-type: none">Take your medications as prescribed by your doctorCheck and track your blood sugar levels, as directed by your doctorCheck your feet for any cuts, sores, redness, swelling or other changesAim for 20-30 minutes of physical activity
Every three months	<ul style="list-style-type: none">If you're having trouble meeting your blood sugar goals, get your A1C level checked via a blood test every three monthsVisit your healthcare team to check up on how you're doing with your treatment goals
Every six months	<ul style="list-style-type: none">If you're meeting your treatment and blood sugar goals, have your A1C level tested every six monthsGet your regular dental cleaning and exam — and let your dentist know that you have diabetes, as your dentist may want to see you more frequentlyVisit your healthcare team to check up on how you're doing with your treatment goals; be sure your doctor checks your feet, especially if you've ever had diabetes-related foot problems
Every year	<ul style="list-style-type: none">Get your lab work done, including a cholesterol test and kidney testsGet a dilated eye exam, which looks for common eye diseases, such as those that are commonly caused by diabetesHave a complete foot checkHave a hearing checkGet any immunizations, such as your flu shot
Just once	<ul style="list-style-type: none">Get a pneumonia shot as an adult before reaching age 65; you'll need two more doses when you reach age 65 or olderGet a hepatitis B shot if you're age 60 or younger and haven't had the shot before; talk to your doctor about getting the shot if you're age 60 or older

Eating Well

Meals rich in vegetables, protein and healthy carbohydrates can help manage blood sugar — and your overall health. There is no “magic” meal plan for individuals with diabetes as everyone responds to foods differently.

Maintaining a Healthy Weight

Maintaining a healthy weight is important for diabetes management. Talk to your doctor to find out what a healthy weight looks like for you personally. A healthy weight may make managing your diabetes easier.





Physical Activity

Finding ways to fit physical activity into your day can help manage your diabetes – and also helps you feel better and sleep better. Here are some basic guidelines:

- Aim for 20-30 minutes a day of moderate physical activity, such as brisk walking, mowing the lawn, swimming, bicycling, or playing sports.
- For two or more days a week, include activities that work all major muscle groups, such as strength training.

Physical activity can be fun, too! Grab a friend or colleague to go for a brisk walk. Set specific and realistic activity goals with your primary care physician. UofL offers the following programs and promotions:

- **Planet Fitness promotion.** Get a discounted [Planet Fitness](#) Black Card membership from UofL to stay active wherever you are!
- **On-campus fitness.** UofL employees have access to the [Student Recreation Center \(SRC\)](#), [Health Sciences Center \(HSC\) fitness center](#), and [on-campus walking routes](#).
- **Get Healthy Now Incentive Program.** The Get Healthy Now program focuses on employee wellness and provides employees participating in a UofL medical plan the opportunity to receive a \$40 discount on their monthly premium. The \$40 Get Healthy Now incentive is available to all employees and pre-65* retirees enrolled in a UofL medical plan. Spouses and dependents age 18+ enrolled in a medical plan can use wellness program features, but are not eligible for the incentive. Participants must earn 480 wellness points before November 30 to qualify for the \$40 Get Healthy Now monthly incentive for the following year. Participants are required to complete the Personal Health Profile (PHP), which is worth 200 wellness points, regardless of results. The remaining 280 wellness points may be earned through a variety of activities/programs. Read more on the [Get Healthy Now webpage](#).
- **UofL challenges.** UofL sponsors employee challenges each year to motivate you to take charge of your health. Visit the [UofL challenge webpage](#) to learn more about upcoming challenges!

* If a pre-65 retiree goes on Medicare while their spouse/qualifying adult (SQA) is still on a UofL Medical Plan, then the incentive will be applied to the SQA.





Get Healthy Now (GHN)

Get Healthy Now (GHN) participants can log activities such as eating habits, physical activity and preventive care in the Health Advocate portal to earn points towards their \$40 GHN incentive. Health Advocate also offers GHN participants the opportunity to earn up to 300 points towards their \$40 GHN monthly incentive by participating in the tobacco cessation program. Learn more on the [Get Healthy Now webpage](#).

Limiting Tobacco Use

Tobacco use including chew, vaping, or electronic cigarettes, can impact blood sugar and put you more at risk for developing additional health problems. According to the CDC, individuals with diabetes and tobacco users are more likely to have serious health problems, such as heart and kidney disease, retinopathy (an eye disease that can cause blindness) and peripheral neuropathy (damaged nerves to the arms and legs that can cause numbness, pain, or weakness).

A study by the U.S. Department of Health Services shows that smokers have a greater risk of developing type 2 diabetes than nonsmokers.



Emotional Well-being

Diabetes not only impacts our physical well-being but also our emotional well-being. The CDC reports that individuals with diabetes are two to three times more likely to have depression than individuals without diabetes. However, only 25% to 50% of individuals with diabetes who have depression are accurately diagnosed and treated. Diabetes can impact work and home life and our relationships.

Anthem's Employee Assistance Program (EAP) provides quick and easy access to work/life support, confidential counseling and referral services to help us deal with daily work and life challenges. It's employer-sponsored, meaning most of its services are available to university employees, their dependents and household members at no cost.

Who is eligible:

The EAP is available to all university employees and their family members — whether or not they participate in a UofL medical plan.

Services provided:

AnthemEAP offers many great benefits including eight counseling sessions per topic, in-person or online counseling sessions, online appointment scheduling, dependent care, childcare, eldercare, assisted living, legal and financial resources and access to a new cognitive and behavioral resource program called "Learn to Live." Log into AnthemEAP by visiting AnthemEAP.com, select "Member Login" and type "University of Louisville."

If you want to learn more about all emotional well-being resources available to you through the university, check out our [Emotional Well-Being Benefits and Resources Guide](#).

Self-care assistance

Self-care is critical to your overall well-being. Register and attend our HRtalks Wellness sessions to learn ways to prioritize your well-being. Visit the [HRtalks webpage](#) for more information.



Employee Support at UofL

We know it is extremely important for our employees to maintain work-life harmony in order to reduce stress, prevent burnout and better enjoy their personal and professional lives. The university offers several programs to enhance work-life harmony, including a generous paid time-off package, ability to work remotely and extended paid holiday leave in some instances.

Financial Support

Staff Help Assistance Relief Effort (SHARE) Program: The SHARE program provides financial assistance to staff who are unable to meet immediate, essential expenses due to financial hardship resulting from an emergency situation. For more information or to request assistance, visit the [Staff Senate SHARE](#) page.

Family Medical Leave Act (FMLA): Employees can take up to 12 weeks of unpaid leave per year for eligible family and medical events or conditions. Visit the [Policies webpage](#) to review FMLA eligibility or contact Human Resources for additional information.



Livongo Personalized Care

Who is eligible:

Employees and covered dependents enrolled in a UofL medical plan with a diagnosis of type 1 or type 2 diabetes. You can sign up at join.Livongo.com/UofL/Register.

Services provided:

As part of the Livongo program, you will receive a Welcome Kit, complete with a blood glucose meter, test strips, a lancing device, lancets and a carrying case. You will also get access to the secure Livongo website or app.

Your Livongo blood glucose meter automatically uploads your blood sugar readings to your secure account. The blood glucose meter provides real-time tips and insights after every check, and if your reading is out of range, a Livongo expert coach will contact you. You can also contact a coach directly from your meter for more guidance and support.

As part of the Livongo program, you will receive unlimited test strips and lancets, with no copays or out-of-pocket fees. When you need more, you simply tap the meter and reorder. In a few days, a new box of strips and lancets appears at your doorstep.

Livongo is proven to help members better manage their blood sugar and lower their A1C. Get started today by registering at join.livongo.com/UOFL/register and use code: UOFL. You can also sign up by downloading the app or calling the Member Support Call Center at **1-800-945-4355**.

“My blood sugar is much more under control. My attitude is 10 times better. I feel much more in control of my life in general. The unlimited testing strips allow me to track my glucose levels extremely accurately. I also like the cloud storage of all results that can be sent to my physician.”

-Livongo Participant



Find a coach through Livongo

Livongo offers coaching through messaging and live sessions. Credentialed and experienced professionals such as RNs and licensed social workers use evidence-based standards of care to guide you. The member-centered and individualized guidance helps you identify barriers, explore strategies, set goals and celebrate wins! Sign up through join.Livongo.com/UofL/Register.



Anthem and Express Scripts

Your UofL medical plan through Anthem and prescription drug benefits through Express Scripts provide coverage to support you.

Who is eligible:

Employees and their dependents who are enrolled in a UofL medical plan are eligible.

Services provided:

For coverage details, go to the [Medical Coverage benefits page](#) to review your particular plan.



Virtual care options

Virtual care is offered through Anthem's LiveHealth Online for employees enrolled in a UofL medical plan. Visit livehealthonline.com or call **1-888-548-3432** to learn more.

Understand your drug coverage

Many generic medications bought through Express Scripts home delivery are covered at 100% for 90-day supplies.

Log into www.express-scripts.com or call **1-800-298-6890**. KYRx will be able to help you make the transition to home delivery. Contact them at **1-855-218-5979**.





Chronic Condition Management Program & Prescriptions

Who is eligible:

Employees enrolled in a UofL medical plan are eligible.

Services provided:

Insulin, insulin pumps and CGM devices are covered under your prescription benefits as shown below.

The Chronic Condition Management Program is offered through Health Advocate. The program focuses on one condition at a time and works with KYRx to ensure you receive the best care for your condition.

If you are not enrolled in Health Advocate’s Chronic Condition Support Program, your prescriptions will be covered just like other medications.

	You Pay ¹	
	Generic	Preferred Drugs
Retail – 30-day supply	\$0	10%, up to \$20
Retail – 90-day supply	\$0	10%, up to \$60
Mail Order – 90-day supply	\$0	15%, up to \$40

¹ This copay structure only applies to medications that are used to treat disease states supported by the disease management program.



Diabetes can affect other areas of your health, too. Schedule regular dental and vision appointments and stay up to date with preventive care while managing your diabetes.



Other Helpful Resources

- The **American Diabetes Association (ADA)** supports individuals with all types of diabetes by providing access to education and resources, including connections to community programs. ADA also provides critical funding to support innovative research that advances treatment and improves the lives of people with diabetes. Visit diabetes.org to learn more.
- **Juvenile Diabetes Research Foundation (JDRF)** funds research for type 1 diabetes, advocates for policies that accelerate access to new therapies and provides a support network for millions of people around the world impacted by type 1 diabetes. In addition to support information available through jdrf.org, you can [find your local chapter](#) to get involved.
- **Beyond Type 1** focuses on education, advocacy, and the pathway to cures for type 1 diabetes. Beyond Type 1 has grown to also include programs for those with type 2 diabetes as well. Learn more at beyondtype1.org.

Be sure to talk with your healthcare provider about any other community resources or support groups that may be available to you or your family members.



Glossary

A1C: An A1C test, also known as the hemoglobin A1C or HbA1c test, is a simple blood test that measures your average blood sugar control levels over the past three months. It is a test commonly used to help you and your healthcare team manage your diabetes.

Blood glucose meter: A small, portable machine used to check blood sugar levels. After pricking the skin with a lancet, one places a drop of blood on a test strip in the machine. The blood glucose meter measures and displays the blood sugar level.

Continuous Glucose Monitoring (CGM): CGM tracks glucose levels throughout the day and night and can alert you if your levels are too high or too low. CGM systems take glucose measurements at regular intervals, as frequently as every 5 minutes, and translate them into dynamic data to show glucose direction and rate of change.

Insulin: A hormone that helps the body use glucose for energy. When needed, it is taken to manage blood sugar.

Insulin pen: A device for injecting insulin that holds replaceable cartridges of insulin, or may be disposable.

Insulin Pump: Insulin pumps are small, computerized devices that deliver insulin in a steady measured and continuous dose (the “basal” insulin), or as a surge (“bolus”) dose, at your direction, around mealtime. Doses are delivered through a flexible plastic tube called a catheter, which is inserted through the skin into the fatty tissue and is taped in place.

Sources used for this guide:

American Diabetes Association (ADA)

Centers for Disease Control & Prevention (CDC)

Juvenile Diabetes Research Foundation (JDRF)

This Care & Resource Guide highlights many of the benefits available to you through the University of Louisville. Every effort has been made to ensure the accuracy of this information. However, the actual administration of the plans is governed by the plan documents and insurance agreements. In the event of a discrepancy between this communication and the plan documents and agreements, the plan documents and agreements will govern.