



TESTING EVENT

DIABETES PREVENTION PROGRAM PROVIDERS' PROCEDURES



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DIABETES PREVENTION PROGRAM

The Diabetes Prevention Program (DPP)

This benefit aims to engage Public Employees Benefits Board (PEBB) Program participants in the DPP with onsite blood sugar testing events.

ACRONYMS

DPP: Diabetes Prevention Program

HIPAA: Health Information Portability and Accountability Act

PEBB: Public Employees Benefits Board

DEFINITIONS

DPP Provider: Contracted provider of DPP – can be one of many contracted providers within broader DPP network

DPP Testing Provider: Contracted provider of onsite testing services

Health Coach: Employee of DPP Provider who attends testing events providing consultation – may or may not be the same person as the Lifestyle Coach.

Lifestyle Coach: Employee of DPP Provider who leads the individual DPP weekly classes – may or may not be the same person as the Health Coach

Host: Agency or institution requesting the testing event

Registration staff: Staff person at the welcome table, part of the Testing Provider

Screener: Fasting blood sugar tester, part of the DPP Testing Provider

Testing event: A scheduled event located at the host worksite location providing fasting blood sugar testing and DPP enrollment

Wellness Coordinator: Staff person at the Host agency or institution who coordinates the on-site testing event and class series.

AUDIENCE

These procedures apply to all testing vendors and Diabetes Prevention Program Providers servicing the Washington State Public Employees Benefits Board Program.

PURPOSE

- Achieve a consistent, uniform, and private experience for all Public Employees Benefits Board Program participants across all testing events
- Outline the function of the testing event and responsibilities of the Diabetes Prevention Program Testing Providers
- Define roles, logistics, materials, and supplies needed
- Address privacy concerns and participant interactions

ROLES AND RESPONSIBILITIES

- The event host, usually the agency/institution Wellness Coordinator, will provide the event space, tables, chairs, and Agency Code.
- Diabetes Prevention Program Provider staff will:
 - Make introductions to agency/institution host, usually the Wellness Coordinator.
 - Evaluate room layout and direct room set-up to accommodate appropriate flow for participant experience and privacy for coaching stations.
 - Hang signage appropriately.
 - Have all materials ready at each station.
 - Staff stations 1, 3, and 5, and service stations 2 and 4 (the waiting areas) as time and participant traffic allows.

Call DPP Testing Provider hotline at **1-877-229-7111 ext. 706**, if any issues arise.

WHO'S ELIGIBLE

The Diabetes Prevention Program is available at no cost to PEBB members who:

- Are age 18 or over
- Are enrolled in a PEBB medical plan
- **Don't have Medicare as their primary insurance**
- Meet the DPP blood sugar and body mass index (BMI) criteria

STATION 1 REGISTRATION AREA

PURPOSE

Station to greet and register participants, offer an overview of the event, and provide paperwork and instructions for the next station

STAFFING

DPP Testing Provider registration staff

SUPPLIES

The host provides:

- Table
- Two to three chairs
- Agency Code

The DPP Testing Provider brings:

- Registration list of names and appointment times
- Health Screening Consent Form
- Authorization for Release of Information form
- Clipboards and pens
- DPP and DCP brochures
- Signage

PRIVACY CONCERNS

- Make sure to cover up the appointment list, or keep the list face down and out of view at all times.
- Try to call participants' names quietly.
- Allow participants to give their names when confirming appointments.
- Use only first names in verbal interaction.



ROLES AND RESPONSIBILITIES

- Greet participants.
- Confirm participant appointment or walk-in status.
- If you cannot accommodate walk-ins when appointments are full, ask participant to return when you can accommodate walk-ins.
- Hand clipboard, pen, and forms to participant.
- Direct participant to fill out forms in waiting area completely.
- When participants complete their paperwork, tell them they can return the clipboard, but to keep their paperwork while they wait for next available testing station.
- Have PEBB-specific DPP brochures available at registration desk, or in waiting area, for participants to take and read while waiting.

PARTICIPANT INTERACTIONS

- Registration staff will be the introductory greeting for participants.
- Staff should be prepared to provide general direction of participant flow through event.

STATION 2 TESTING WAITING AREA

PURPOSE

General area for participants to sit, fill out forms, and wait for the next station

STAFFING

Not staffed – serviced by DPP Testing Provider staff

SUPPLIES

The host provides:

- One to two tables, if possible
- Six to twelve chairs, if possible
 - Generally located between registration and testing areas
 - If needed, can be both testing and coaching waiting area (see Station 4)

ROLES AND RESPONSIBILITIES

- Answer questions participants might have about filling out forms, testing procedures, and privacy concerns.
- Direct participants to stations, bathrooms, exits, etc., as needed.

PARTICIPANT INTERACTIONS

- Testing personnel will call the next participant when a station opens up.

PRIVACY CONCERNS

- All participant interactions require low voices and the utmost attention to privacy.



STATION 3 TESTING AREA

PURPOSE

A place to collect forms, test participant's fasting blood sugar, height/weight, and deliver results in a respectful manner

STAFFING

DPP Testing Provider screeners - will be staffed based on projected enrollment

SUPPLIES

The host provides:

- Two 6 foot tables or four 3 foot tables
- Eight chairs
- Optional privacy screens when planning the event

The DPP Testing Provider brings:

- One glucose testing machine per screener, more or less as needed based on enrollment numbers two to three days before the event
- Scales
- Table cloths
- Garbage and medical waste receptacles
- All necessary testing supplies
- Optional privacy screens, by request

PRIVACY CONCERNS

- During all interactions with participants, respect to HIPAA related confidentiality is essential.
- Use low voices when talking with the participant to avoid others hearing screener/participant conversations.
- When delivering results, pay utmost attention to participant privacy.
- Screeners should not deviate from the Results Delivery Language when giving test results and should not outwardly congratulate folks with normal results, or show disappointment for those whose results are elevated.

ROLES AND RESPONSIBILITIES

- Screeners will call participants to open stations.
- Registration staff will help triage individuals from waiting area to testing area as needed in times of heavy participant traffic.
- Screeners will make sure participant filled out forms completely.
- Screeners will explain testing process, perform fingerstick and sample collection, and run the glucose testing machine.
- Screeners will use the included height/weight chart and Results Delivery Language to deliver the fasting blood glucose results.

PARTICIPANT INTERACTIONS

- Call up next available participant by first name (as listed on their paperwork) from waiting area for screening.
- Confirm participant completed paperwork.
- Perform fasting blood glucose test stick on participant.
- Explain test results with participant using the Results Delivery Language.
- Provide and explain DCP information handout to those testing in diabetic range.
- Offer coaching opportunity to participant, as appropriate.

DIABETES PREVENTION PROGRAM

RESULTS DELIVERY

LANGUAGE CHART

THE MEASUREMENTS BELOW INDICATE BMI ≥ 25.

If participant's weight equals or is higher than the number listed next to their height in this chart, they have a BMI of 25 or higher.



BMI CHART

Height (feet)	Weight (pounds)
4'10"	129
4'11"	133
5'0"	138
5'1"	143
5'2"	147
5'3"	152
5'4"	157
5'5"	162
5'6"	167
5'7"	172
5'8"	177
5'9"	182
5'10"	188
5'11"	193
6'0"	199
6'1"	204
6'2"	210
6'3"	216
6'4"	221

RESULTS DELIVERY LANGUAGE

For these results:	Tell the participant:
Fasting blood glucose: < 100 + BMI < 25	Thank you for testing today (point to the result/range). Your results are not in the prediabetes range and do not demonstrate high risk for diabetes at this time.
Fasting blood glucose: < 100 + BMI > 25	Thank you for testing today (point to the result/range). Your results are not in the prediabetes range, but you can still talk to the health coach about your options.
Fasting blood glucose: 100-125 + BMI < 25	Thank you for testing today (point to the result/range). Your results fall in the prediabetes range, but because your weight is in the normal range, you are not eligible for the DPP class. You can still talk to the health coach about your results.
Fasting blood glucose: 100-125 + BMI > 25	Thank you for testing today (point to the result/range). Your results fall in the prediabetes range. You are eligible for the DPP class. Would you like to talk with the health coach to discuss your results and the DPP classes?
Fasting blood glucose: 126 and above	Thank you for testing today (point to the result/range). Your results are in the diabetes range. This is not a diagnosis, but we recommend that you talk with your doctor to get further information. (Give DCP flyer and say) Here is some information about the Diabetes Control Program offered by PEBB health plans.

STATION 4 COACHING WAITING AREA

PURPOSE

General area for participants to wait for next available DPP Provider Health Coach

STAFFING

Not staffed – serviced by DPP Testing Provider staff (may be a shared space with Station 2 waiting area, but not ideal)

SUPPLIES

The host provides:

- Three to six chairs, if possible
 - Generally located between testing area and coaching area

ROLES AND RESPONSIBILITIES

- Direct participants to stations, bathrooms, exits, etc., as needed.

PARTICIPANT INTERACTIONS

- Testing personnel, from Station 3, will offer the opportunity for appropriate participants to speak with a Health Coach about their test results and direct them to the coaching waiting area until invited to a private coaching station.
- Health Coaches will periodically check on the waiting area to ensure shortest possible wait times and invite the participants into the room or behind the privacy screens for coaching and enrollment.

PRIVACY CONCERNS

- General concern that participant may be identified by peers or coworkers as having prediabetes while they wait in the coaching area. All staff at the testing events must avoid at all costs treating these individuals any differently than those in any other waiting area.



STATION 5

HEALTH COACHING AREA

PURPOSE

Station for providing information on Diabetes Prevention Program and encouraging enrollment

STAFFING

DPP Testing Provider Health Coaches

SUPPLIES

The host provides:

- Two tables
- Four chairs
- Private room(s), if possible
- Optional privacy screens when planning the event

The DPP Testing Provider brings:

- Privacy screens, if no rooms are available
- PEBB-specific DPP handouts
- PEBB-specific DCP handouts

DPP Provider brings:

- Class description
- Appointment reminder cards
- Sign-up spreadsheet to capture enrollment

PRIVACY CONCERNS

- Utilize DPP Testing Provider's written guidelines for privacy concerns and tips on how to conduct the interview.
- Maintain privacy of participant name and testing result according to HIPAA regulations.
- Health Coach's interaction with the participant must take place in a setting that ensures as much privacy as possible, both verbally and with regard to line of site.
- Use privacy screens when a separate room is not available for Health Coach/participant discussion.



ROLES AND RESPONSIBILITIES

- Utilize DPP Provider's written guidelines for roles and responsibilities.
- Provide information on what elevated blood glucose results means in relation to risk for prediabetes and type 2 diabetes.
- Provide information on DPP details, goals, health related outcomes, class locations, and general information as asked by participants.
- The Health Coach will explain the role of group interaction in the class and the importance of enrolling sufficient participants in the class.
- After explaining the choices of dates, times, and locations (onsite and community-based) of upcoming classes, the Health Coach attempts to enroll participants in class.
- Health Coach tracks participant level enrollment and sends monthly aggregate reports to the health plans.

PARTICIPANT INTERACTIONS

- Look for and ask waiting eligible participants to come into private area.
- Counsel participants on results and DPP.
- Enroll eligible participants into DPP.

Diabetes Prevention Program Testing Event Setup

For onsite blood sugar testing events

Each testing event is made up of four stations.
Configure the stations to fit your event space. See examples below.

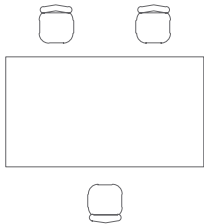
Stations



1: Registration

Participants start here and fill out two forms:

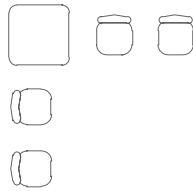
1. Registration form
2. HIPAA consent form



2: Waiting area(s)

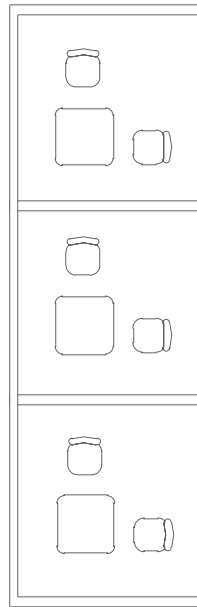
Participants wait here:

1. Between stations 1 and 3
 2. Between stations 3 and 4
- You can set up one or two waiting areas (see examples below).



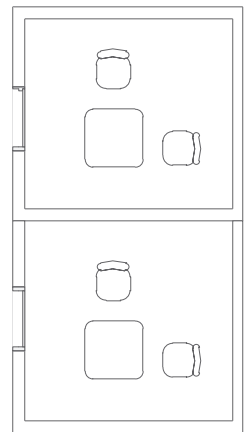
3: Testing stations

Clinicians perform fasting blood glucose tests. Stations should be private for comfort, but no health information will be discussed or visible.



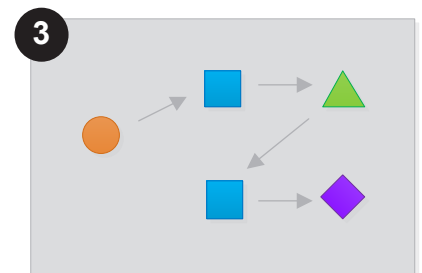
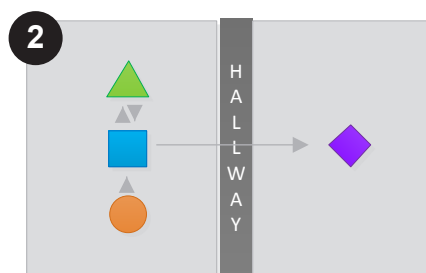
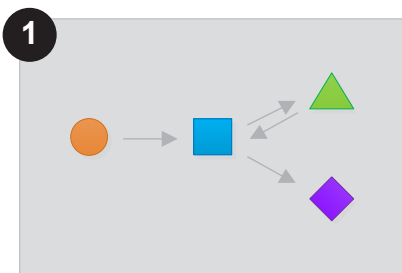
4: Counselling stations

Coaches explain results and (if applicable) invite participants to onsite classes. **Stations must be private.** Rooms with doors are recommended.



(Number of stations varies based on the number of participants.)

Setup examples



PEBB plans help members manage diabetes



If you think you have diabetes, talk to your doctor as soon as possible.

We at the Public Employees Benefits Board (PEBB) Program have a strong commitment to help you improve your health. Here are resources your PEBB health plan offers to help you manage diabetes:

Uniform Medical Plan

Administered by Regence BlueShield

Diabetes Control Program

1-888-849-3681
hca.wa.gov/ump

Kaiser Permanente WA

(Formerly Group Health)

Living Well With Diabetes
Workshops

1-800-992-2279
ghc.org/livingwell

Kaiser Permanente NW

Diabetes Care & Support

1-866-301-3866
option 2
Health Coach
kp.org/diabetes

Diabetes Prevention Program (DPP)

Testing Event FAQs

A guide for wellness coordinators

Participation

1. Who is eligible to participate in a testing event?

DPP Testing events are available to PEBB members and family members who:

- Are age 18 over
- Are enrolled in a PEBB medical plan
- Don't have Medicare as their primary insurance.*
- Meet the DPP blood sugar and body mass index (BMI) criteria

Check with the event host or call 1-877-229-7111 ext. 706 to make sure the event is open to individuals who are not employees.

2. I don't have PEBB coverage. Can I still sign up for the testing event?

No. The testing event is only available to PEBB members. Check with your insurance plan to see if it offers any similar diabetes prevention services. We encourage everyone to learn about their prediabetes and diabetes risk.

3. My doctor already told me I'm prediabetic. Do I need to go to the testing event to participate in Diabetes Prevention Program DPP classes, or can I just sign up?

If you already know you have prediabetes or elevated blood glucose, you can sign up for the (DPP) classes directly. You don't have to go to the testing event—just call 1-877-229-7111 x706 to enroll.

*At this time the DPP is not available to members who have Medicare as their primary insurance.

Registration

4. Is the registration site secure?

Yes.

5. I made an appointment. Will I receive a confirmation or reminder?

You will receive an email confirming your appointment date and time as long as you provide your email address and request notification when you register.

6. I made an appointment, but I need to cancel (or reschedule). What do I do?

You can log back into the system or call 1-877-229-7111 ext. 706 to cancel or change your appointment time.

Privacy

7. Will my employer see my test results?

No. Your results are strictly confidential. They're kept between you and the Diabetes Prevention and Control Association (the organization providing the DPP testing and programs).

*At this time the DPP is not available to members who have medicare as their primary insurance.

8. What will the DPP do with my test results?

The DPP will look at your results to see if you qualify for the Diabetes Prevention Program classes. If your test results fall in the prediabetes range, they will invite you to participate. Your results won't be shared with anyone else.

9. Will the DPP share my test results with my doctor or health plan?

No. The only information shared with your health plan is whether you receive a test, and whether you attend Diabetes Prevention Program classes, so your plan can pay the costs for you.

Event

12. Do I have to submit leave to attend the testing event?

If you work for a state agency or higher-education institution:

Governor Inslee issued an Executive Order that allows employees to take 30 minutes of work time to go to the event. You don't have to submit leave.

If you don't work for a state agency or higher-education institution:

Ask your organization leadership for guidance.

13. What should I bring to the testing event?

Just your PEBB health plan ID card.

14. I haven't received my medical plan ID card yet. What should I do?

Call your plan's customer service to find out what your medical plan ID number is. You can find your plan's customer service phone number on the PEBB website at www.hca.wa.gov/public-employee-benefits.

15. What can I expect at the testing event?

The entire appointment should take 15-30 minutes. Each event will differ slightly according to location, but you can generally expect the following:

1. Check in at reception table.
2. Fill out a privacy form and an event participation form. (You'll need your PEBB health plan ID number to do this.)
3. Wait to be called for your blood sugar test.

4. Your clinician will take a quick finger stick.
5. Your results will be ready in about two minutes.
6. Your clinician will confidentially tell you your results.

Based on your results, you may receive a short, private consultation with a Health Coach.