

# Key Questions for Employers to Ask Their Health Plans

when considering offering the National Diabetes Prevention Program lifestyle change program as a covered benefit

## Preparing to Talk to Your Health Plan

### Who should you talk to at your health plan?

Start with your account manager at your health plan or Third-Party Administrator (TPA). If you normally talk with your insurance broker instead of directly with a health plan account manager, your broker should include you in conversations with the health plan for this topic. The health plan account manager may invite other subject matter experts as needed.

### When should you talk to your health plan?

Talk to your health plan months in advance of when you would like to launch the National Diabetes Prevention Program (National DPP) lifestyle change program. You may have flexibility on when to launch the program rather than waiting for your benefit renewal.

## Key Questions for Your Health Plan\*

### Delivery Organization Selection



**Do you offer the National DPP lifestyle change program as a covered medical benefit?**

- Do you have a list of preferred, in-network, CDC-recognized provider organizations?
  - Do we have to use those delivery organizations or can we use an out-of-network delivery organization?
  - What are the implications of using an out-of-network delivery organization?
  - Do any in-network, CDC-recognized organizations offer in-person delivery?
    - If not, what are our options for offering the program in-person (i.e., through a local, CDC-recognized organization)?
  - Can we demo one or more of the programs offered by the CDC-recognized organizations to understand how my employees will experience the program?

### Contracting, Payment, and Claims Processing



**Will you handle the billing and claims process?**

- Are there administrative fees or other charges for this service?
- Are there any caveats if a high deductible health plan is offered?



**Is the contract between the health plan and the CDC-recognized organization or directly with my company and the CDC-recognized organization?**



**Do you aggregate lives across multiple employers with CDC-recognized organizations?**



**What type of payment model does the CDC-recognized organization use?\***

## Data Sharing



**Will we receive data reports from the health plan or directly from the CDC-recognized organization?**

- Is there a cost from the health plan for data sharing with the CDC-recognized organization?
- Does the CDC-recognized organization use a data sharing platform?

## Recruitment, Enrollment, and Retention



**Are there eligibility requirements, such as a blood test or prediabetes diagnosis?**



**Do you or does the CDC-recognized organization have promotional or informational materials we can share with employees?**

- Will you communicate with my employees via email about the program?



**What marketing materials and recruitment strategies do you have in place?**



**What retention strategies or incentives do you recommend for employees who participate in the program?**

For more information about how to engage with health plans, TPAs, and insurance brokers, see the [Step-by-Step Guide for Using the National DPP Coverage Toolkit](#) on the [Coverage Toolkit](#).

*\*Depending on the partners you are working with and the individual roles in your market, some of the questions above may be best suited for the CDC-recognized organization you are considering contracting with to implement the program. Your health plan, TPA, or insurance broker can help you understand their role and questions that may need to be redirected.*

*\*\*If the health plan does not have the program set up as a medical benefit administered using a claims process, the National DPP may need to be set up as a wellness offering. Encourage your plan to work toward claims-based billing, but recognize this may take time and negotiation to implement.*



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