



# Diabetes Type II Current Guidelines Webinar

## *Frequently Asked Questions*

- 1. Where can providers find the American Diabetes Association (ADA), American Association of Clinical Endocrinologists (AAACE) Guidelines and the Alliance Formulary?**

Providers can access these guidelines online. The websites are listed in the Resources section below.

- 2. If a provider cannot log into the Alliance Provider Portal. What can they do to submit a Prior Authorization?**

Prior Authorization can also be sent via Fax to (831) 430-5851.

When problems persist with the Provider Portal, please contact Provider Relations at (800) 700-3874 ext. 5504.

- 3. Can members self-refer to the Alliance Care Management program?**

Yes. Members can self-refer to participate in the Care Management programs by calling (800) 700-3874 ext. 5512.

- 4. What can the patients do if they need insulin urgently, but it requires prior authorization or the prior authorization expired?**

The Alliance Pharmacy Department reviews all prior authorization requests within 24 hours. However, if a medication is required immediately in emergency situations, dispensing pharmacies may call MedImpact at (800) 788-2949 to obtain an override up to 5 day supply while the request is under review.

- 5. If there is an Alliance member who would benefit from a medication review, can the Alliance Pharmacy Department assist?**

Yes. Providers can request a consult with an Alliance pharmacist to review a member's medication regimen along with chart notes and medication fill history. Providers can call the Pharmacy Department at (831) 430-5507 and request to speak to a pharmacist. The Pharmacy Department also works closely with the Case Management team to ensure the member has access to all available resources.

6. **A provider prescribes metformin as first-line in most of their patients, but the majority of their patients cannot tolerate the gastrointestinal (GI) side effects. How can they improve tolerability?**

Metformin is associated with a significant amount of GI side effects. In most cases these symptoms are self-limiting or can be achieved by instituting a metformin 'holiday'. After a period of non-use, metformin may be successfully resumed at the same or a lower dose with a slow titration of the extended-release formulation (Glucophage XR). Tolerability also increases if medication is taken with the largest meal of the day. Extended-release formulation is better tolerated than immediate-release formulation.

7. **What insulin is covered for Alliance members? Are there any updates regarding the cost of insulin? Some members report they cannot afford the insulin prescribed and have switched to Trulicity for the one time injection per week due to the high out-of-pocket cost.**

The price of insulin should not affect most Alliance members as most will have zero dollar copay. We do not cover the copay for IHSS members or members with Medicaid-Medicare Part D. We have short-acting Admelog vials and pens, and long-acting Basaglar pens on the formulary. Trulicity is not on the Alliance formulary and requires prior authorization. If a patient is to pay out of pocket, Trulicity is usually more expensive than Basaglar and Admelog.

8. **Alogliptin is not currently available at local pharmacies. Do providers need to submit a prior authorization for a non-formulary alternative?**

Yes. While alogliptin by itself is not available at this time, the combination of alogliptin with metformin is available. If the member is on both alogliptin and metformin, providers may prescribe without a prior authorization because the combination has been added to our formulary. Nesina (brand of alogliptin), currently is available and would be a good option to use while waiting for generic alogliptin supply. We do require providers to submit a prior authorization with proper documentation stating they are unable to obtain the formulary medication.

### Resources

ADA Website: [https://care.diabetesjournals.org/content/42/Supplement\\_1](https://care.diabetesjournals.org/content/42/Supplement_1)

AACE Guidelines: <https://www.aace.com/disease-state-resources/diabetes/clinical-practice-guidelines-treatment-algorithms>

Care Management Services: [www.ccah-alliance.org/case\\_management.html](http://www.ccah-alliance.org/case_management.html)

Care Management Referral Form: [http://www.ccah-alliance.org/pdfs/405-F-CM-Referral-V1\\_Fillable.pdf](http://www.ccah-alliance.org/pdfs/405-F-CM-Referral-V1_Fillable.pdf)

Alliance Formulary, Prior Authorization Form and Criteria, and Quick Reference guide for Diabetes: visit <http://www.ccah-alliance.org/pharmacy.html>