

Diabetes Management and Care Guide





Managing daily life with diabetes is a significant — and often unspoken — challenge. If you or a family member has diabetes, you know the ups and downs that come with actively managing this disease. World Wide Technology (WWT) is providing this guide to support you or your loved ones living with diabetes with an overview of the resources and benefits to help you be healthy — physically, emotionally, financially, and socially.

For more details on the benefits and programs offered, visit the [Self Service Portal](#). You can also visit the [WWT US Benefits Website](#) for additional information on all that's offered.

A Diabetes Diagnosis

Types of Diabetes

It's important to understand that there are different types of diabetes, as they are treated differently. No matter which type you have, it's important to understand the disease and work to manage it to help you avoid long-term health complications.

- **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). Children may also be diagnosed with Type 1 diabetes. There is nothing anyone can do to prevent Type 1 diabetes.
- **Type 2 diabetes:** The most common type of diabetes. Type 2 means that your body doesn't use insulin properly. Some people may be able to control their blood sugar levels with healthy eating, exercise and potentially weight loss, while others may need medication or insulin to manage it.
- **Gestational diabetes:** Each year, millions of women are diagnosed with gestational diabetes, which is diabetes developed during pregnancy. It doesn't mean that you had diabetes before you conceived or that you will have diabetes after you give birth. And, by working closely with your doctor, you can still have a healthy pregnancy and a healthy baby.

Type 2 Diabetes

People diagnosed with Type 2 diabetes are more likely to have more than one chronic condition, called comorbidities, such as hypertension or heart disease. It's important to talk with your doctor to understand any comorbidities you may have, and how you can best take care of yourself managing multiple conditions.



Newly Diagnosed?

If you or a loved one is newly diagnosed with diabetes, it can feel overwhelming as you may be overloaded with information and learning day-to-day adjustments to help you manage your disease. Wherever you are in your journey, the resources you'll learn about in this guide can help supplement the care you get from your medical team.

Here are some questions that may be helpful to ask and help understand your diagnosis:

- 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 (names, how do they help manage diabetes, timing)?
- 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 glucose levels/insulin administration?
- If you use tobacco products: What are the recommendations for quitting, managing related stress and weight gain?
- What vaccines should I be getting and when (e.g., flu shot, pneumonia, hepatitis B, COVID-19, etc.)?
- How should I manage my diabetes while sick or in need of surgery?

Your Care Team

Living with diabetes means regular check-ins with your healthcare team, which may include:

- **Your primary care doctor** is generally the first point of care for preventive care and when you are diagnosed with diabetes. Your doctor may refer you to additional specialists to help you navigate your diagnosis.
- **An endocrinologist** 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 nutritionist or registered dietician** provides training and information about the benefits of healthy foods and a balanced diet. In the case of diabetes, they can help you understand carbohydrate counting and healthy eating that promotes stable blood sugar levels.
- **A pharmacist** can help you understand your medications and address any questions you might have while filling your diabetes prescriptions. Express Scripts is our prescription drug administrator and can be reached by phone at 888-310-4045 or by visiting www.express-scripts.com. If you live in Hawaii, please contact UHA at 808-532-4000 to learn more.



Medical and Prescription Benefits

If you participate in a WWT health plan, you've got coverage for healthcare appointments, diabetes supplies and prescription drugs. The same applies to any dependents who are enrolled in the plan. Here are some important things to know:

- All preventive care is covered 100% — with no deductible or coinsurance for you to pay. Be sure to get your annual physical and any screenings recommended by your doctor.
- Any non-preventive appointments, including specialist visits, are covered after you have met your plan deductible, with coinsurance applying until you meet your annual out-of-pocket maximum. Remember, you save money when you see providers in the network!
- Diabetes supplies and medications are covered under your prescription drug benefit.

You can find more details on your medical plan coverage on [WWT US Benefits Website](#). Our medical plan is administered by Allegiance, available at 855-999-3893. Employees living in Hawaii can contact UHA at 808-532-4000 to hear about the benefits available to you. If you're not sure how an appointment or treatment will be covered, be sure to give them a call in advance.

Diabetes Care Value Program

Through our Express Scripts prescription plan, you have access to SafeGuardRx which provides programs that can help you manage chronic conditions, including the **Diabetes Care Value program**, at no additional cost to you. This program provides:

- **Easy-to-use (and free!) tools** that encourage healthy lifestyles with the help of clinicians who can coach you through managing a diagnosis and medication adherence.
- **Real-time insights** through Continuous Glucose Monitors (CGMs) which are provided when clinically appropriate and help facilitate simpler access to insights on your diagnosis.
- **Experienced support through the Therapeutic Resource Center**, with access to medication education and counseling – even as you await a diagnosis.

Visit [SafeGuardRX.com](#) or call 888-310-4045 to speak to an Express Scripts representative as you get started with the Diabetes Care Value program. Through our Express Scripts prescription plan, you also have access to the **Weight Management Care Value program**, part of the SafeGuardRx platform, to help manage obesity and enable better health.

Learn More with Allegiance

Employees enrolled in the Allegiance medical plan have access to training and education for the treatment of diabetes, at no additional cost. You or a family member who will be the primary caregiver may attend the training to learn how to self-manage a diabetes diagnosis. Call Allegiance at 855-999-3893 to get started on self-management training today. Employees living in Hawaii can contact UHA at 808-532-4000 to hear about the benefits available to you.

Healthy Living

Living a healthy, balanced and active lifestyle is important for everyone. It's especially important when living with diabetes because uncontrolled diabetes can lead to other health problems. The good news is that you can prevent or delay these complications.

Keeping Up with Your Care Schedule

According to the CDC, individuals living with diabetes should follow these health screening guidelines:

Every day	<ul style="list-style-type: none">• Take your medications as prescribed by your doctor• Check your blood sugar levels, as directed by your doctor• Track your blood sugar level readings, as directed by your doctor• Check your feet for any cuts, sores, redness, swelling or other changes• Aim 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 months• Visit 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 months• Get regular dental cleaning and exam — and let your dentist know that you have diabetes, as your dentist may want to see you more frequently• Visit 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 tests• Get a dilated eye exam, which looks for common eye diseases, including those that are commonly caused by diabetes• Have a complete foot check• Have a hearing check• Get 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 older• Get 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

Eating a balanced, healthy diet helps you manage your blood sugar — and your overall health and nutrition as well. In that way, eating well with diabetes is just like eating well for everyone else. Everyone's body responds differently to different types of foods and diets, so there is no “magic” diet for people with diabetes. However, research shows that eating a diet rich in vegetables, protein and healthy carbohydrates is key.

Not sure where to start? Talk to your healthcare team. If you are diagnosed with diabetes, you can meet with a nutritionist or registered dietician who can help you build a balanced meal plan and understand how to count carbohydrates as necessary. Visits with in-network nutritionists are covered under your Allegiance and UHA medical plans.



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 really important if you have diabetes.

- **A normal A1C level is below 5.7%.** A level of 5.7% to 6.4% indicates prediabetes, and a level of 6.5% or higher indicates diabetes.
- **The goal for most people with diabetes is 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.

Visit a Family Health Center for Behavioral Support in Illinois and Missouri

WWT partners with Mercy to manage and run our onsite health centers in Edwardsville and Maryland Heights at no additional cost to employees in Illinois and Missouri covered under our Health Plan. Primary care providers, behavioral health care providers and psychiatric consultants work together to help you understand and manage a diabetes diagnosis. The behavioral health support offered can also help you manage stress, learn new coping skills, practice mindfulness and make healthier choices.

To make an appointment, call the Health Center Staff at 618-219-7470 (Edwardsville) or 314-513-1870 (Maryland Heights).

Staying Active

Finding ways to fit physical activity into your day can help you manage your diabetes — and also helps you feel and sleep better. Being active makes you more sensitive to insulin (the hormone that allows cells in your body to use blood sugar for energy), so your body won't need to make as much insulin or you won't need to take as much. Here are a few tips:

- Every day, aim for 20-30 minutes of moderate physical activity, such as brisk walking, mowing the lawn, swimming, bicycling, or playing sports.
- On two or more days a week, include activities that work all major muscle groups, such as strength training.
- You can find discounted gym memberships and fitness equipment through Perkspot, our online store that provides exclusive deals and discounts for WWT employees. Visit wwt.perkspot.com to claim your exclusive deals. You also have access to the Cigna Healthy Rewards program, for those enrolled in the Allegiance Health Plan, and the Active & Fit program, for those enrolled in the UHA plan. Visit the [WWT US benefits website](#) or the [WWT Hawaii benefits website](#) for more information.
- Company-wide physical challenges are available through Sharecare to help you stay active or pick up a new healthy habit. You can also participate in personal challenges and stay accountable through tracking steps. To get started, visit wwt.sharecare.com.

Physical activity can be fun, too! Grab a friend or colleague to go for a brisk walk. Get out and walk your dog a few times a day. Set a specific and realistic activity goal, with the support of your healthcare provider.

Stay Active and Eat Well with Sharecare

Sharecare partners with WWT to administer the WWT wellness program and provides you access to a virtual platform that helps you manage all your health in one place, including access to programs and personalized insights and ways to help you stay on track. You can access videos, slideshows and knowledge articles about diabetes and how you manage a diagnosis. You also have access to various healthy recipes to help you make healthy diet choices.

To get started, register at wwt.sharecare.com. Once you're registered, you'll take the RealAge Test to understand your body's true age. The information you provide will help Sharecare curate a personalized experience with actions you can take to improve your RealAge and wellbeing.

Once you register on the browser, you can download the Sharecare app on Google Play or in the Apple App Store.



Maintaining a Healthy Weight

Maintaining a healthy weight is important for everyone, but especially important if you are living with diabetes. Talk to your doctor to find out what a healthy weight looks like for you personally. If you are overweight, losing even 5% to 10% of your weight can improve your health and wellbeing. You may find your blood sugar is easier to control and, if you have Type 2 diabetes, that you need less diabetes medication after you lose weight.

Need help staying healthy? Through our [Employee Assistance Program](#) (EAP), you have access to the Healthy Eating and Exercise Program which provides tips and resources for eating healthy and staying active. You can also connect with a weight and nutrition coach to develop a plan that works for you. Visit paseap.com or call 800-356-0845 to get connected with a nutrition coach.

Quitting Tobacco

If you use tobacco (including chew, vaping, or electronic cigarettes), committing to quit will benefit your overall health and help you better control your blood sugar. High levels of nicotine have been shown to make insulin less effective, and people with diabetes who smoke need larger doses of insulin to control their blood sugar. In addition, smokers with diabetes 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).

Quitting tobacco isn't easy. If you're ready to make the commitment, support is available through our Employee Assistance Program (EAP). Visit paseap.com or call 800-356-0845 to get in touch with a counselor and initiate your tobacco cessation journey.

Manage your weight with help from [Real Appeal](#)

Real Appeal is an online weight management program where you'll be paired with a personal Transformation Coach who will provide step-by-step guidance and a Success Kit that gives you access to online fitness classes, scales, a portion plate and more. This program is available to all WWT employees and spouses/domestic partners enrolled in the Health Plan with a BMI of 23 or greater (excluding Hawaii).

Employees living in Hawaii have access to the [Active & Fit program](#) through the UHA health plan.

This program offers fitness center discounts, workout plans, tracking and coaching. For more information, visit the [WWT Hawaii Health Plan website](#) or call 877-771-2746.



Supporting Your Wellbeing

With all the attention and stress that managing diabetes can create, it's not surprising that it can affect more than just your physical health. At WWT, we care about all aspects of your wellbeing, and we're here to help you manage the emotional, financial and social implications that can come along with a diabetes diagnosis.

Resources to Support Emotional Wellbeing

Managing diabetes can impact how you function and feel at work and at home and can increase your risk of anxiety and depression. Here are some resources to help.

Employee Assistance Program (EAP)

WWT offers counseling and mental health support through our EAP, administered through Personal Assistance Services (PAS). The EAP is a free program that covers you and your family members at no cost. Through the EAP, you have access to counselors who can help you with whatever you may be facing as you or a loved one navigate a diabetes diagnosis and the stress that may come along with it. To get started, visit paseap.com and use code WWT when registering or call 800-356-0845. Someone will be available to help 24/7, 365 days a year.

Rx Well Mental Health Mobile App

The Rx Well Mental Health app is offered in partnership with PAS and offers support for stress, anxiety, weight management, healthy eating, physical activity and tobacco cessation. The app provides behavioral and mindfulness techniques, physical activity, nutrition and weight tracking and can help you identify patterns in feelings and behaviors over time.

To get started, download the app from the Apple App Store or Google Play and use code WWT.

eMLife Mindfulness Mobile App & Web Platform

eMLife helps you build connections and skills to manage stress, enhance focus and improve sleep. Through the platform, you have access to live, 14-minute daily mindfulness programs led by experts, live monthly programs and on-demand resources. Plus, you can join their expert-led community to get support and build connections.

To get started, download the app from the Apple App Store or Google Play or visit the [web platform](#) with code WWT.

Resources to Support Financial Wellbeing

With all the medical appointments, devices, supplies, and medications, it's no surprise that managing diabetes can take a toll on your pocketbook. If managing these costs is a challenge for you and your family, support is available.

Financial Consultation through EAP

Financial consultants are available through our EAP to support you in managing your finances while you navigate a diabetes diagnosis. These consultants can help you manage changes in your finances, identify your financial priorities, plan for a financially secure future and more.

To get started, visit paseap.com and use code WWT when registering or call 800-356-0845 and connect with a financial consultant today.

Cigna Supplemental Hospital Care Insurance

If you are enrolled in Cigna supplemental hospital care insurance, you may receive a cash benefit when you experience a covered hospital stay. You can enroll in hospital care insurance during Open Enrollment each year. However, the date of the hospital stay must occur while coverage is in force and not prior to being covered. If a hospital stay occurs prior to the election of coverage, the condition will not be covered.

Health Care Flexible Spending Account (FSA)

The Health Care FSA can help you save and pay for eligible expenses related to your diabetes care and management, including office visits and medications. You are able to enroll in WWT's FSA each Fall during Open Enrollment and then contribute to and use your FSA for the following year. Keep in mind that FSAs have an IRS-required "use it or lose it" rule, so you'll want to plan your savings carefully and use all the money you set aside in that calendar year.

Resources to Support Social Wellbeing

Connecting with other people and families affected by diabetes may be a source of information and comfort for you. Using the WWT social media tool, [VivaEngage](#), you can connect with other colleagues and be reminded that you are not alone.



Additional Resource to Support Your Health and Wellbeing

These national non-profit organizations can provide support to you and your family as you navigate your diabetes care.

American Diabetes Association (ADA)

The ADA supports people 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.

Breakthrough T1D

This non-profit funds research for Type 1 diabetes, advocates for policies that accelerate access to new therapies, offers tips to improve everyday life and provides a support network for millions of people around the world impacted by Type 1 diabetes. In addition to support information available through breakthrough1d.org, you can [find your local chapter](#) to get involved.

Beyond Type 1

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.

Diabetes Children Premium Assistance Under Medicaid and the Children's Health Insurance Program (CHIP)

Children with Type 1 or Type 2 diabetes may be eligible for Medicaid or Children's Health Insurance Program (CHIP). If your children are eligible for Medicaid or CHIP and you're eligible for our Allegiance health plan, your state may have a premium assistance program that can help pay for your coverage, using funds from their Medicaid or CHIP programs. For a list of states with premium assistance programs and how to apply, click [here](#) for additional information.

