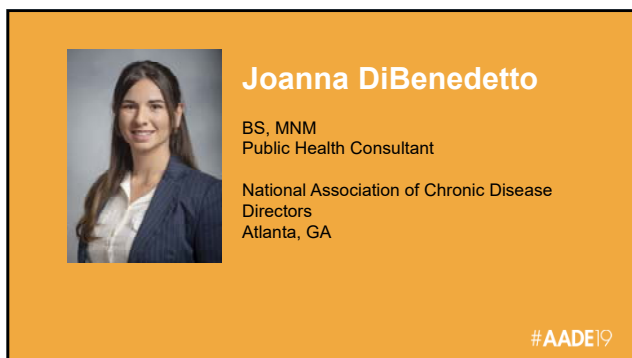
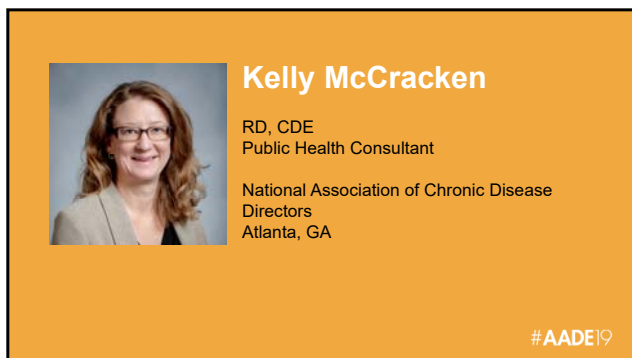


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FORGING THE PATH TOWARD COVERAGE OF THE NATIONAL DIABETES PREVENTION PROGRAM (NATIONAL DPP):

NACDD's Coverage Toolkit and the CDC's Customer Service
Center

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Disclosure to Participants

- Notice of Requirements For Successful Completion
 - Please refer to learning goals and objectives
 - Learners must attend the full activity and complete the evaluation in order to claim continuing education credit/hours
- Conflict of Interest (COI) and Financial Relationship Disclosures:
 - Presenter: Joanna DiBenedetto, BS, MNN – NACDD- No COI/Financial Relationship to disclose
 - Presenter: Kelly McCracken, RD, CDE- No COI/Financial Relationship to disclose
- Non-Endorsement of Products:
 - Accredited status does not imply endorsement by AADE, ANCC, ACPE or CDR of any commercial products displayed in conjunction with this educational activity
- Off-Label Use:
 - Participants will be notified by speakers to any product used for a purpose other than for which it was approved by the Food and Drug Administration.

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Objectives

- Discuss the national landscape as it relates to coverage of the National DPP lifestyle change program.
- Access information on coverage and operationalization of the National DPP on the Coverage Toolkit.
- Describe ways in which the CDC's Customer Service Center offers resources and technical assistance related to coverage and implementation of the National DPP.

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<p>NACDD: All Things Chronic Disease Prevention</p>	<p>State Health Departments (7,000+ members)</p>
	<p>Disease Specific and Addressing Risk Factors</p>
	<p>SME Consultants Remotely Located</p>
	<p>Staff Headquarters in Decatur, GA</p>

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Overview of the National DPP

- CDC-recognized, year-long lifestyle change program that offers participants:

 - 16 TRAINED LIFESTYLE COACHES
 - CDC-APPROVED CURRICULUM
 - GROUP SUPPORT OVER THE COURSE OF 1 YEAR
- Relies upon a variety of public-private partnerships including: community organizations, private and public insurers, employers, health care organizations, faith-based organizations, and government agencies working together to:

 - Build a workforce that can implement the lifestyle change program effectively
 - Ensure quality and standardized reporting
 - Deliver the lifestyle change program through organizations nationwide
 - Increase referrals to and participation in the lifestyle change program

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National DPP Strategic Goals

<p>Increase coverage among public and private payers</p>	<p>Coverage & Reimbursement</p>	<p>Increase the supply of quality programs</p>
<p>Increase referrals from healthcare providers</p>	<p>Referrals</p>	<p>Increase demand for the National DPP among people at risk</p>
	<p>Quality Programs</p>	
	<p>Demand From Participants</p>	

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Online resource to support **Medicaid, Medicare Advantage, and commercial health plans and employers** who are considering covering or implementing the National DPP

www.coveragetoolkit.org #AADE19

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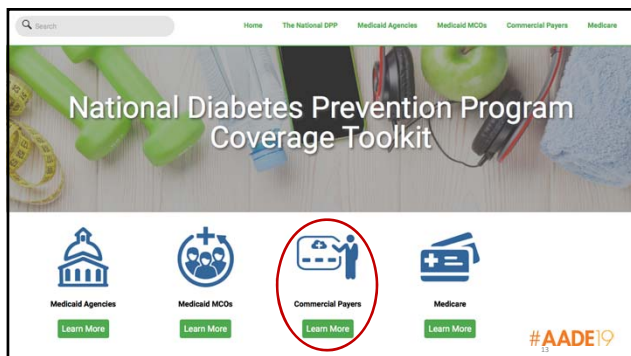
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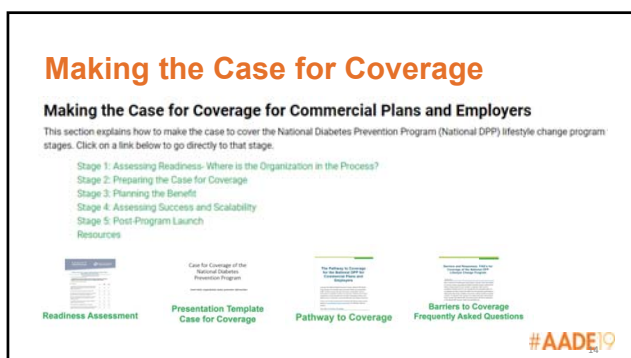
Medicaid Agencies and MCOs

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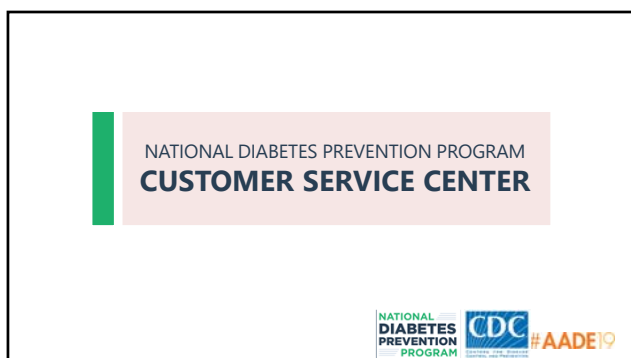
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The National DPP Today:



Participant demand is increasing each year



Increased supply of programs offered by CDC-recognized organizations leads to greater need for technical assistance



To address the increase in demand for technical assistance, CDC developed the National DPP Customer Service Center (CSC) – an online “one-stop shop” for resources, technical assistance, and discussion with the National DPP community.

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National DPP Customer Service Center

<https://nationaldppcsc.cdc.gov>

Find Resources and Info



- Quickly and easily find resources and events relevant to your needs (FAQs, toolkits, training videos, webinars, etc.)
- Discuss opportunities and challenges with the National DPP community

Receive Technical Assistance



- Engage with technical assistance coordinators and subject matter experts via the CSC or email

Provide Feedback and Input



- Submit feedback on your satisfaction with technical assistance, resources, and the service center site
- Share success stories and suggest additional resources

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Technical Assistance

Through the CSC, CDC will maintain and expand its capacity to provide technical assistance related to the following types of inquiries:

CDC will continue to provide technical assistance related to Diabetes Prevention Recognition Program (DPRP) processes:

Maintain

- Understanding the 2018 DPRP Standards & Operating Procedures
- Lifestyle change program, coaches & training requirements
- Applying for CDC recognition
- Submitting participant data

And will introduce technical assistance on the following focus areas related to the National DPP:

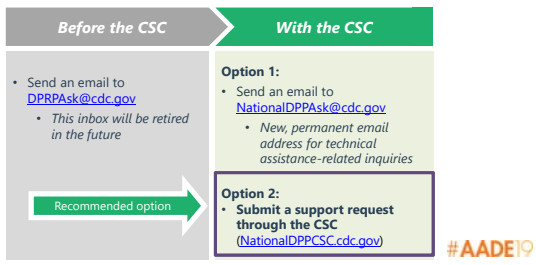
Expand

- Commercial health plan coverage
- Employer coverage
- Working with health care systems
- Marketing and promotion
- Participant enrollment and retention strategies
- Medicaid and Medicare-related issues
- Working with pharmacists
- Prediabetes screening, testing, and referral
- And more...

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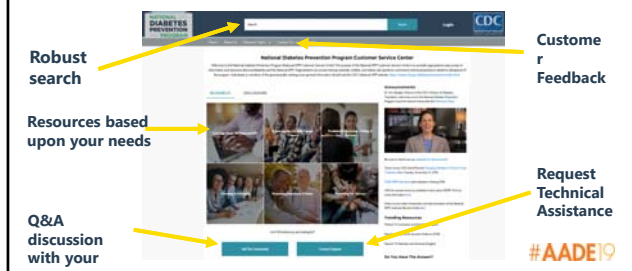
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How to Request Technical Assistance



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CSC and the CDC's National DPP Website



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Questions?

For questions or additional information, visit:

NationalDPPCSC.cdc.gov

CoverageToolkit.org
coverage toolkit@chronicdisease.org

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Fun facts: The Customer Service Center (CSC) was launched on October 15, 2018

- By the end of 2018*:
 - Over 145 Knowledge Articles (KAs) were published on the CSC, with over 3,600 self-service (anonymous) KA views.
 - The CSC Technical Assistance (TA) Coordinators had responded to over 2,600 TA inquiries.
 - Over 640 National DPP customers were registered on the CSC (not counting customers who requested TA directly by email without registering).

* Source: CSC Dashboards via Salesforce



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Fun facts: The CSC continues support through 2019

- During 2019 (as of the end of May)*:
 - There were over 1,365 more self-service KA views.
 - New KAs continue to be published.
 - The CSC responded to an additional 1,600+ TA inquiries.
 - The CSC gained over 165 additional newly registered National DPP customers.
 - The CSC initiated customer satisfaction surveys in January, with over 200 responses so far (data being reviewed).

* Source: CSC Dashboards via Salesforce



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