

As a FirstCare member, your covered benefits include:

- HbA1c blood tests.
- Microalbumin urine test.
- Dilated eye exam. (This exam is done by an eye doctor. You do not need vision benefits. It is a covered benefit when you have diabetes.)
- Diet counseling.*
- Diabetes self-management education.*
- Diabetes medicines and testing strips. (Some medicines have a \$0 copay. Preferred testing supplies are low-cost to no cost. Ask your doctor if these are right for you. See below for more information.)

* Limitations may apply.

Low Cost Diabetes Medications and Testing Supplies

Check the drug formulary for your insurance plan to find out the lowest cost Diabetes medicines and testing supplies. They could be as low as \$0. Costs will vary based on what plan you have.

FirstCare Resources

Case Management Program

FirstCare has Case Managers trained to help members with complex health problems. Case Managers can assist you to manage your condition. They can also assist you with resources needed, such as transportation, housing, and financial assistance. To enroll in our program, email CaseMgmt@FirstCare.com, or call Customer Service at **1-855-572-7238**. Persons who need TTY can call 1-800-562-5259. You can also refer yourself to this program. Find out more at my.firstcare.com. If you need help getting details on this topic in your language, see the information listed at the end. Please note that we are not here on holidays.

Wellness Programs

FirstCare can help you manage your diabetes. You get:

- Mailed flyers that tell you how to care for your condition
- Access to a nurse to answer your questions & teach you
- Tracking tools
- Online health news
- Online health education

These are all free of charge. You can sign up online at my.firstcare.com or by calling 1-855-828-1013 (Monday - Thursday, 9 a.m. - 7 p.m. CT; Friday - Sunday, 9 a.m. - 6 p.m. CT). We also provide services to meet your special language needs—please call 7-1-1 or 1-800-955-8771 using a TTY to take advantage of the relay service. Voice communication is available at 1-800-955-8770.

Nurse24[™] Line: 1-855-828-1013

If you need care advice or have health questions you can call the Nurse24[™] line and speak with a nurse about your health needs. This private call is free. Call 1-855-828-1013 to get the answers you need—24 hours a day, 7 days a week. TTY users can call 7-1-1 or 1-800-955-8771. Voice communication is available at 1-800-955-8770.

Physician Services

If you need to locate a Primary Care Physician, a diabetes specialist, or an eye doctor, call the customer service number on your ID card.

Diabetes Self-Management Education

Lubbock

Covenant Diabetes Center	1-806-725-5218
University Medical Center and Physicians	1-806-761-0540
Community Health Center	1-806-765-2611

Abilene

Hendrick Health System	1-325-670-2421
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External Organizations

Centers for Disease Control and Prevention (CDC)	www.cdc.gov/diabetes/basics/diabetes.html
American Diabetes Association	www.diabetes.org 1-800-232-3472 (Mon-Fri, 8:30 a.m.-5 p.m.)

Interpretation Services

If you, or someone you're helping, has questions about FirstCare Health Plans, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-866-245-1580 (TTY/TDD 1-800-562-5259).