



"I attribute my success to my Diabetes Educator! I felt a real connection with her immediately and she showed me she truly cared about my health and me. My diabetes educator listened to what I was saying and worked with me to adjust my medication. Before long, I was feeling better, more rested, clear-headed and physically stronger. The TDES[®] program and my diabetes educator changed my life!"

– **Debra Palmer**
Waldo CAP
TDES[®] Program Graduate



"A great program for people with diabetes –no matter how long you have had diabetes."

– **Nicky Clark**
TDES[®] Program Graduate



"Thanks to enrolling in TDES[®], I have better eating habits. My A1C was 11; it now ranges between 7.3 - 8.0."

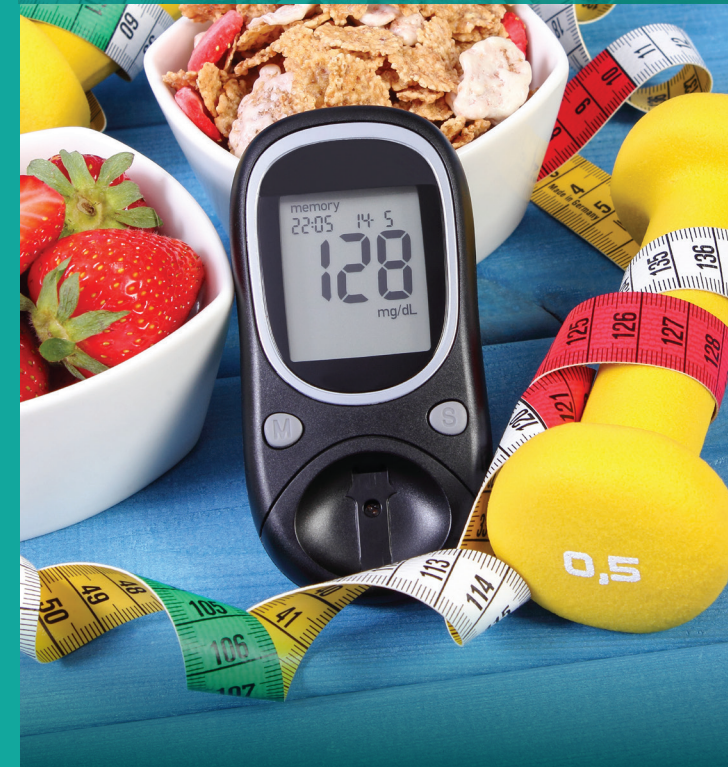
– **Reginald Winslow**
Ellsworth Water Department
MMEHT Member
TDES[®] Program Graduate

Satisfied Customer, The State of Maine Office of Employee Health and Benefits reports:

- **2008 ROI:** Average COST SAVINGS of \$1300/ Participant/Year
- **2009 ROI:** Significantly HIGHER medication adherence and use of preventative care
- **Participation rate 3-4 times** traditional diabetes program enrollment
- **Over 80% complete the full program**
- **Participants prefer "their" educator** to unsolicited health plan calls
- **Frank Johnson, Executive Director** (retired):
"TDES[®] is one of our best employee health programs... It is big enough to succeed and small enough to tailor services to meet our needs"

Telephonic Diabetes Education & Support

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Augusta, Maine 04345
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(207) 622-7566 x252
www.tdes.me



Telephonic Diabetes Education & Support[®]

A Program Provided by



MCD Public Health (MCDPH)

has worked with employers and health plans to offer health improvement initiatives aimed at addressing the needs of employees with chronic disease since 2005.

Services are provided by diabetes education programs across the state,

enabling MCDPH to offer centralized program management with locally based service delivery. This delivery model enables program participants an opportunity to develop long-term and consistent supportive relationships with local health service providers.

Program design aligns closely with employers to customize program elements, track trends, measure outcomes, and provide aggregate reports that support employee health and productivity management.

MCDPH works with employers and their Third Party Administrator to incorporate successful incentives such as:

- Waived pharmacy co-payments for diabetes supplies, medications, and cardiovascular medications
- TDES[®] is an additional service covered by health and benefits plan
- Direct reimbursement model for education services as covered under standard service plan
- Calls taken at work as policies allow
- Other incentives per employer needs/interests

www.tdes.me

TDES[®]

Telephonic Diabetes Education & Support[®] Program

- **12 month program** with up-to-date diabetes information along with customized support to help you manage your diabetes
- **Monthly telephone calls** at your convenience
- **Individualized services** provided by experienced and certified professional diabetes educators

TDES^{2!}

Telephonic Diabetes Education & Support[®] to the *Second POWER!*

- **Follow-up program** for TDES[®] graduates
- **Focus on self-management** of your diabetes to include further education, goal setting and life style changes
- **4 to 6 scheduled calls** over the course of one year

TDES^{2!} Continues

Graduates of the *TDES^{2!}* program may continue self-management diabetes education with 4 to 6 calls over one additional year.

"I started because of the pharmacy (copayment waiver) benefit but I continued thanks to monthly contact with my educator helping me to succeed in controlling my diabetes."

– TDES[®] Graduate

"I feel more confident to ask questions and know there are answers to help..."

– TDES[®] Graduate

Employer benefits:

- Decreased spending
- Decreased absenteeism, hospitalizations and ER visits
- Increased utilization of preventive health care

Employee benefits:

- Savings between \$200-\$400/ year or more
- One-to-one support from professional diabetes educators
- Increased knowledge and confidence for self-care
- Improved health and health care
- Decreased travel and lost work time

For more information contact:

tdes@mcdph.org
207.622.7566 ext. 252

