

ADS UHC Navigators Team

Advanced Diabetes Supply (ADS) has dedicated resources ready and waiting to support United Healthcare members with their Diabetes related supplies and equipment. The ADS team understands UHC medical and pharmacy benefits very well which provides the support that members need when trying to understand the in/out of obtaining their diabetes supplies.

Refer your members to the ADS United Healthcare Navigators Team!

How to initiate a Request for Diabetes Support



Call: 1-877-866-4106



UHC Navigator link: www.northcoastmed.com/brenda-anderson-uhc/



Email: UHCNavigators@northcoastmed.com



Fax: 1-866-572-5410

FAQs

Q: Why Choose ADS?

A: Our dedicated UHC Navigator Support Program provides a high level of service and a reliable resource to help you assist members to obtain diabetes management supplies with ease. Advanced Diabetes Supply has been a trusted supplier of durable medical equipment since 2002 and holds the most valued accreditations in the industry.

Q: What products does ADS provide?

A: ADS is a leader in the industry and can provide the latest diabetes products on the market, including:

- Blood Glucose Monitors
- Continuous Glucose Monitors
- Insulin Pumps
- Diabetes Testing Strips and Control Solution
- Syringes and Pen Needles

Q: What types of CGMs are available?

A: We provide the most current, exciting new technology from major CGM manufacturers:

- Abbott FreeStyle Libre system
- Dexcom CGM

Q: Is there a prescription needed for a CGM?

A: Yes, CGMs are regulated by the FDA and are only approved for use with a prescription and medical documentation from the doctor. ADS will work directly with the member's physician to obtain a prescription for the CGM.

Q: What are the benefits of a CGM device?

- A:
- Insight about glucose levels, the direction of blood glucose changes, and rate
 - Ability to manage diabetes proactively - great tool to assist with accurate insulin dosing or carbohydrate intake
 - The best outpatient system for managing and reducing A1C
 - Reduce hypoglycemia by utilizing alerts for dangerous highs or lows in glucose levels, which are especially useful for monitoring during the night
 - Reduce, or eliminate, the need for daily fingersticks

Q: How long do CGM sensors last?

A: The sensors used in continuous glucose monitoring systems can stay in place for quite a while. For example, the Dexcom CGM's sensors can be used for 10 days before replacement. The FreeStyle Libre sensor lasts 14 days.

Q: Are Continuous Glucose Monitors accurate?

A: Continuous Glucose Monitors are superior technology for blood glucose management, approved by the FDA. If at any time a patient experiences any unusually high or low readings from their CGM, they can confirm the reading with a fingerstick and follow all diabetes high or low treatment plans indicated by the physician.

Q: How do Continuous Glucose Monitors (CGMs) work?

A: It's easy to use a CGM! A simple applicator will allow a sensor with a very small canula to be inserted under the skin. The sensor sits on top of the skin and is held in place by adhesive tape. This allows the canula to measure glucose readings in the interstitial fluid, which is fluid that surrounds the cells. It takes glucose readings throughout the day and night.

Q: Does ADS really provide 90-day supplies for Navigator patients using CGM systems?

A: Yes, once qualified all ADS/UHC Navigator patients receive 90-day supplies with each order.

Q: What to do if the sensor falls off or is damaged before it is time to switch it out?

A: Both Dexcom and FreeStyle Libre systems will provide a free replacement sensor. Please have the member call the manufacturers direct with the numbers below:

Dexcom Customer Support: 888-738-3646
Monday-Friday, 6AM-5PM PST

FreeStyle Libre Support: 855-632-8658
Monday-Friday, 8AM-8PM ET

Q: How accurate are blood sugar test strips?

A: While accuracy levels can vary from brand to brand, any commercially available glucose meter and testing strips within 20 percent of ideal lab values. All test strips provided by ADS are FDS approved.