

Self-Reported
Med Non-
Adherence on
ATSM
Responses

Refill Non-
Adherence on
Health Plan
Pharmacy
Claims

Suboptimal
Goals on
Clinical
Registry

Health Coach from Health Plan Calls Patient:

- Check understanding and educate regarding diabetes goals
- Elicit barriers to adherence
- Inform about current data & goals
- Assess understanding of discussions with PCP
- Assess willingness to increase or add new medication to meet goals
- Develop action plan using motivational interviewing principles

Health Coach Notifies Clinic If Member:

- Needs repeat testing OR
- Is not taking medications as prescribed OR
- Is adherent to current regimen, is not at goal, and willing to intensify