

PROTOCOLS FOR DIABETES EDUCATORS

Diabetes Educators will be responsible for first determining the eligibility of members to receive services, for meeting the elements of nutrition education and documenting services as indicated below, and, in order to receive payment, for submitting claim forms to CenCal Health.

Eligibility

Diabetes Educators must confirm that the member presenting in his/her office is eligible for services under CenCal Health and is assigned to the referring PCP for the month in which he/she is to render services. This can be accomplished by verifying eligibility through one of CenCal Health's systems. Information regarding Eligibility is in the Member Services Section of this Provider Manual.

In the event the member is not eligible under the program(s) administered by CenCal Health, payment for any services provided to the member will not be the responsibility of CenCal Health.

Documentation of Services

Documentation for outpatient diabetes education from a CDE shall include:

1. Pre-program assessment. Assessment of the member's needs with the member's participation.
2. Member education plan. An individualized education plan for a program based on the needs assessment and shared with the member and member support persons.
3. Content of educational service, dates delivered, and instructor names and qualifications. The education program will include goals and objectives, target audience (patient and support persons), setting, possible referrals, procedures, and methods of evaluation.
4. Post program assessment.
5. Follow-up plan.
6. Record of coordination between providers. All information about the member's educational experience will be incorporated into the member's permanent medical or educational record.

Authorizations

Except for the initial assessment visit, Certified Diabetes Educators are required to obtain **Referral Authorization Forms (RAFs)** from the member's PCP for certain services **prior to providing services**. Additionally, some services may require a Treatment Authorization Request (TAR) to be approved by CenCal Health if the services are beyond the limitations set for the benefit. Please refer to the Authorization Section of this Provider Manual for more information.

- **S9460** - Diabetic management program, CDE nurse visit – RAF waived for the first visit; *RAF required for subsequent visits*
- **S9465** – Diabetic management program, dietician visit – RAF waived for the first visit; *RAF required for subsequent visits*
- **S9455** – Diabetic management program, group session, 2 or more – RAF waived
- ❖ When the member is being referred to any County FQHC Clinic for any Diabetes Education services, the first visit requires a RAF from the PCP.

NOTE: a specified diabetes education service rendered simultaneously to two or more individuals constitutes a group session, and no RAF is required for this group session. If a SBHI member is Special Class, no RAF is required.

Additional authorization for diabetes education services:

Diabetes education services that **exceed the frequency limitations** will require additional authorization in the form of a **Treatment Authorization Request (TAR)** for SBHI and SLOHI or an **Authorization Request (AR)** for HF, HK, PP2 and IHSS:

- **S9460** - Diabetic management program, CDE nurse visit – TAR/AR required when services exceed 2 hours per month
- **S9465** – Diabetic management program, dietitian visit – TAR/AR required when services exceed 2 hours per month
- **S9455** – Diabetic management program, group session, 2 or more – TAR/AR required when services exceed 10 sessions per member per 12 month period

Billing for Covered Services

Diabetes Educators bill CenCal Health for the diabetes education services he or she has provided to the eligible member. In the event the member has other coverage, or third-party liability is involved, the Diabetes Educator shall follow the terms and conditions of his/her Nutrition Educator Service Agreement with CenCal Health, or as indicated in “Other Health Coverage” in the Claims Section of this Provider Manual.

Co-payments

No co-payments for Diabetes Education are required for any program, i.e., SBHI, HF, HK, PP2 and IHSS.

Reimbursement for Diabetes Education Services

Claims submitted to CenCal Health for eligible members for outpatient diabetes education, under the provider’s tax identification number (TIN) or a billing number agreed to by the parties, will be reimbursed as follows dependent on the professional level of the provider:

Certified Diabetes Educator (CDE) shall mean a CDE certified by the National Certification Board for Diabetes Educators of the American Association of Diabetes Educators. **No modifier is required for billing procedure codes.**

Code	Description	Type	Unit	Frequency (maximum)	Modifier	Referral Auth. Form
S9460	Diabetic management program, nurse visit	Individual	15 minutes	2 hours per month	None	Waived for the first visit. Required for subsequent visits.
S9465	Diabetic management program, dietitian visit	Individual	15 minutes	2 hours per month	None	Waived for the first visit. Required for subsequent visits.
S9455	Diabetic management program	Group (2 or more)	30 minutes	10 sessions per 12 month period	None	Waived

Diabetes Educator non-certified (DE) shall mean an individual who is licensed and has taken the CDE course, who only needs hours to qualify for the exam and certification, and who submits evidence of successful course completion along with the contracting application. DE shall provide education to members, including one or more diabetes self-management topics, under supervision of a physician. Education must be documented in member's medical record and will include one or more diabetes self-management topics that can be verified during medical record audits. **Modifier 52 is required when billing procedure codes.**

Code	Description	Type	Unit	Frequency (maximum)	Modifier	Referral Auth. Form
S9460	Diabetic management program, nurse visit	Individual	15 minutes	2 hours per month	52	Waived for the first visit. Required for subsequent visits.
S9465	Diabetic management program, dietitian visit	Individual	15 minutes	2 hours per month	None	Waived for the first visit. Required for subsequent visits.
S9455	Diabetic management program	Group (2 or more)	30 minutes	10 sessions per 12 month period	52	Waived

Diabetes Care Coordinator (DCC) shall mean a medical assistant or other medical personnel, i.e., a nurse or physician assistant, who either completes a CenCal Health Diabetes Care Coordinator Training Program or who can provide certificate of completion of other Diabetes Coordinator Program. DCC shall provide basic diabetes services under the supervision of a physician including recalling members for laboratory tests and eye exams, completing diabetes flow sheets and providing educational handouts to members on one or more diabetes self-management topics. **Modifier 99 is required when billing procedure codes as well as ICD-9 code #250 must be on the claim form.**

Code	Description	Type	Unit	Frequency (maximum)	Modifier	Referral Auth. Form
S9460	Diabetic management program, nurse visit	Individual	15 minutes	2 hours per month	99	Waived for the first visit. Required for subsequent visits.
S9465	Diabetic management program, dietitian visit	Individual	15 minutes	2 hours per month	None	Waived for the first visit. Required for subsequent visits.
S9455	Diabetic management program	Group (2 or more)	30 minutes	10 sessions per 12 month period	99	Waived

If a hospital provides diabetes education to inpatients at the hospital, such educational efforts should be noted in the member's chart; however, no additional payment for these services outside of the agreed upon per diem rate will be paid to the hospital.