

# ALAMEDA ALLIANCE FOR HEALTH DIABETES PREVENTION PROGRAM (DPP) – PROVIDER FAQs

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We are committed to continuously improving our provider customer satisfaction.

This FAQ explains the Diabetes Prevention Program (DPP) health benefit that we offer to Alliance members.

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## FAQs

### **Q: What is the Diabetes Prevention Program (DPP)? What do participants get?**

**A:** DPP helps participants adopt healthy habits, lose weight, and significantly decrease their risk of developing type 2 diabetes. The year-long program follows an approved curriculum by the Centers for Disease Control and Prevention (CDC). The curriculum teaches participants to make lasting changes by eating healthier, increasing physical activity, and managing the challenges that come with lifestyle change. Alliance members can choose from in-person or digital program formats.

There are many versions of the lifestyle change program, but most include the following components:

- 16 weekly lessons, followed by monthly sessions for the rest of the year.
- A lifestyle health coach to help set goals and keep participants on track.
- Small groups for support and encouragement.
- Helpful tools, like wireless scales and fitness trackers. Members who enroll and complete four (4) weeks of activity will be able to receive a Fitbit\*.

Alliance members will also be eligible for a maintenance year if they achieve attendance and weight-loss goals.

### **Q: How effective is the DPP in reducing the risk of type 2 diabetes?**

**A:** DPP has been proven by the National Institutes of Health (NIH) and the CDC to decrease the risk of developing type 2 diabetes by 58% for those who lose 5 – 7% of their body weight via changes in diet and exercise.

### **Q: Is there a cost to Alliance members for participating?**

**A:** There is no cost to this program. DPP is a covered preventive benefit.

\*For participants who complete four (4) weeks of activity according to Diabetes Prevention Program guidelines. Applies to certain activity tracker models. Limited to one (1) per person. Solera Health reserves the right to substitute an alternate activity tracker.

**Q: Who can participate in the program?**

**A:** The Alliance will cover this benefit for both Medi-Cal and Group Care (IHSS) members. Members with Kaiser or Medicare can enroll in DPP through their respective plan.

**ALL** participants must be:

- 18 years of age or older;
- BMI  $\geq$  25 ( $\geq$  23 if Asian American);
- Not pregnant;
- No previous diagnosis of type 1 or type 2 diabetes; **AND**
- Identified as having prediabetes or score as high risk for developing type 2 diabetes.
  - There are three (3) options to meet this requirement:
    - **Option A:** Blood test within the past 12 months (one (1) of the following):
      - Hemoglobin A1c of 5.7 – 6.4%
      - Fasting plasma glucose of 100 – 125 mg/dL
      - Two-hour plasma glucose (after a 75 gm glucose load) of 140 – 199 mg/dL
    - **Option B:** Previous diagnosis of gestational diabetes mellitus (GDM)
    - **Option C:** Positive screening for prediabetes on the American Diabetes Association Type 2 Diabetes Risk Test (score of 5 or higher). This test can be found online at [www.diabetes.org/are-you-at-risk/diabetes-risk-test](http://www.diabetes.org/are-you-at-risk/diabetes-risk-test).

**Q: How can my patient sign up for DPP?**

**A:** The Alliance is partnering with Solera Health to help administer the program. Solera will help identify qualified Alliance members and enroll them in a program that best fits their needs.

Health care providers or staff can refer qualified patients using a referral form.

Provider Referral Form:

**[www.alamedaalliance.org/providers/patient-health-wellness-education](http://www.alamedaalliance.org/providers/patient-health-wellness-education)**

*Your patient will receive a call from Solera Health (calling from **1.877.486.0141**) within one (1) week to let them know if they are qualified and to help them choose and enroll in a DPP program.*

Alliance members can also self-refer by calling the Alliance Member Services Department or using the online link.

Toll-Free: **1.877.932.2738**.

Online Member Quiz: **[www.alamedaalliance.org/live-healthy/dpp](http://www.alamedaalliance.org/live-healthy/dpp)**

*The link will direct members to either take a 1-minute risk quiz online or call Solera to complete the quiz over the phone.*

Eligible Alliance members will then be matched to a program. Once enrolled, participants will receive a welcome email or letter from Solera with instructions on how to complete the registration process with their matched DPP provider. Members must complete the registration process with their DPP provider to begin the program.

**Q: What information will I receive on my patient's progress in the program?**

**A:** Solera will regularly fax reports to physicians who refer Alliance members. This includes engagement, weight loss, and physical activity outcomes.

**Q: What if my patient can't make all the sessions?**

**A:** This depends on the digital or in-person program that the patient signed up for. Each program determines if there are opportunities to make up missed classes and sets a number of sessions that the participant can miss and still complete the program.

Before a participant completes nine (9) sessions, they are allowed to switch programs once and can call Solera to do so. They will need to restart the program.

If the participant misses too many sessions or drops out of the program, they may need to restart the program. During the first year of enrollment a participant may restart the program as many times as they wish.

**Q: Can my patient reenroll after the first year?**

**A:** In order to reenroll, the doctor must fax a request with clinical notes to Alliance Health Programs to **1.877.813.5151**. Your patient's medical record must indicate that their medical condition or circumstance warrants repeat or additional participation, such as:

- Member switched health plans.
- Member moved to a different county.
- Member experienced a lapse in Medi-Cal enrollment.
- Member has or had medical conditions that hinder DPP session attendance.

**Q: Who should I contact if I have questions about the program?**

**A:** If you have questions about DPP, please call:

Solera  
Monday – Friday, 6 am – 6 pm  
Toll Free: **1.866.690.5774**

For other questions, please call:

Alliance Provider Services Department  
Monday – Friday, 7:30 am – 5 pm  
Phone Number: **1.510.747.4510**



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Provider Services Department  
Phone Number: **1.510.747.4510**  
**[www.alamedaalliance.org](http://www.alamedaalliance.org)**