What is Diabetes Healthcare Navigator? How does it work?
The Diabetes Healthcare Navigator program is for UnitedHealthcare Medicare Advantage plan members living with diabetes who may be at risk for complications such as hypertension, vision loss and kidney disease.

Eligible members are contacted by phone and asked to complete an assessment to help us better understand their current health status and challenges so we can determine what level of support they may require. Members are then placed into one of three levels depending on their health complexity and needs, and connected with a Navigator:

- **Level one** — Engagement specialist
- **Level two** — Health coach
- **Level three** — Registered nurse

Participants can call their Navigator proactively, or we’ll follow up with them as needed. They’ll receive a range of services by level such as:

- Access to a team of experts including pharmacists, certified diabetes educators, social workers, registered nurses and medical directors
- Appointment reminders
- Diabetes-related educational materials
- Nutrition and physical activity counseling
- Scheduling help with appointments for screenings and tests

The length of time participants are in the program also varies by level.

Comprehensive Diabetes Care Visit

Your patient’s comprehensive visit is a great time to determine if they may be a good candidate for our Diabetic Healthcare Navigator program. The visit should include a:

- Hemoglobin A1C (HbA1c) lab test
- Urine test for protein

When you get the results, be sure to document the A1C level in the member’s chart or Patient Care Opportunity Report (PCOR) so we have the most up-to-date information.

Please also complete and/or document these screenings and tests as needed:

- Comprehensive eye exam with dilated retinal screening by an ophthalmologist or optometrist
- Comprehensive medication review
- Fasting blood sugar/glucose
- Fasting cholesterol
- Functional assessment
- Low-density lipoprotein (LDL) cholesterol
- Pain assessment
Who can participate?
Diabetes Healthcare Navigator is available to UnitedHealthcare Medicare Advantage plan members who have been diagnosed with diabetes, have an A1C level of 7.5 percent or greater and have:

- Concerns about their diabetes or an interest in knowing more about diabetes care
- Questions about their diabetes medications
- Identified preventive care opportunities or barriers to care

Can I refer patients to the program?
Yes! If you have a patient who’s a UnitedHealthcare Medicare Advantage plan member and may benefit from speaking with a representative from our team, please send a secure email to dhnreferrals@optum.com with the subject line “Provider Candidate for DHN Program” and include this member information:

- First and last name
- Gender
- UnitedHealthcare Medicare Advantage member ID number
- State of residence
- Date of birth
- Phone number
- Most recent A1C value and date it was collected (if known)
- Reason for program eligibility
- Member’s care provider and provider group

We’ll verify a plan member’s eligibility, and have a representative from our Diabetic Healthcare Navigator team contact those who qualify. We may then contact you to discuss how we can support your plan of care for the member.

Contact us to learn more. For more information about how our programs can support your patients who are UnitedHealthcare Medicare Advantage plan members, please contact your UnitedHealthcare representative.