



# **Diabetes Resource Guide**

## **for People in New Hampshire**

A publication by  
NH Diabetes Coalition Access to Care Work Group

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# Introduction

The Access Work Group of the New Hampshire Diabetes Coalition is pleased to offer this *Diabetes Resource Guide for People in New Hampshire*. The *Guide* is the product of a dedicated committee representing health and social service organizations across the state. Information provided in this Diabetes Resource Guide should not be considered an endorsement of any particular educational program or diabetes management service.

The idea to develop a resource guide grew from a series of planning meetings sponsored by the NH Diabetes Education Program during 2004-5. The purpose of these meetings was to discuss ways to improve diabetes prevention and care in our state. As a result, the *New Hampshire Action Plan for Diabetes* was published in 2006. The *Action Plan* meetings identified a need to better inform people about existing resources – primarily financial resources -- for diabetes prevention and care.

The Diabetes Coalition's Access Work Group agreed to create a resource guide to address this need. After reviewing possible models, the Work Group agreed to adapt a booklet produced by the Rhode Island Diabetes Prevention and Control Program. The NH Access Work Group gratefully acknowledges Rhode Island's gracious permission to use many quotations from its publication.

Many people with diabetes in New Hampshire have health insurance that covers their diabetes medication and supplies. However, both patients and providers are sometimes unaware which services are covered, and under what conditions. For those readers, this guide offers explanation about insurance coverage and contact information.

Unfortunately increasing numbers of people with diabetes lack health insurance for their health care needs; many cannot afford to pay for the diabetes prevention and care needed to avert costly complications. This guide also includes sources of financial assistance for diabetes services, supplies and lower-cost health care.

In addition The *Guide* includes sources of basic information about diabetes and educational materials. These references can help people increase their knowledge about ways to manage this serious disease.

We hope you find the *Diabetes Resource Guide* to be useful. The NH Diabetes Coalition's Access Work Group welcomes your comments on the information and resources included here.

Together, we can work to prevent and control diabetes in New Hampshire.

The NH Diabetes Coalition Access Work Group includes individuals and representatives from the following health and social service organizations.

NH DHHS Medicaid Program  
NH DHHS Diabetes Education Program  
Anthem Blue Cross and Blue Shield  
NH Association of Diabetes Educators  
The Prescription Center  
NH Dietetic Association  
Avis Goodwin Community Health Center  
Ann Turner, BSN,RN

The information provided in this NH Diabetes Resource Guide is intended to provide a summary of general information to the public. It is not intended to take the place of either the written law or regulation. Linking to any given resource in this guide does not constitute an endorsement by members of the NH Diabetes Access Work Group.

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## Law Regarding Insurance Coverage for Diabetes

New Hampshire law requires all companies selling health insurance in New Hampshire, to NH residents, to cover education, medication, and services related to diabetes care. In general this coverage includes:

- outpatient self-management training and educational services, and
- insulin, oral agents and equipment used to treat diabetes.

However, certain conditions must be met before insurance will pay for diabetes services and supplies. It is important for any consumer to read carefully all the terms, conditions, and riders attached to his or her own policy. (Please see Reimbursement Summary below.)

Medicare covers diabetes education, medication, services, and supplies. Medicaid will cover medication and supplies.

The section of NH Insurance Law specific to diabetes services and supplies is Title XXXVII, Chapter 415 on Accident and Health Insurance. (The complete text of Section 415:6-e is in Appendix I.)

## Insurance Coverage for Diabetes Services and Supplies

As above, all health insurance policies sold in NH must cover diabetes services and supplies, but reimbursement terms and conditions vary. Most frequently “terms and conditions” require consumers to pay the deductible and co-payments before the insurer will reimburse for services. Other conditions may apply also. For example:

- 1) For outpatient self-management and training to be covered, these services must be:
  - deemed “medically appropriate and necessary,”
  - ordered in writing by a primary health care provider
  - provided by a certified, registered or licensed health care professional with expertise in diabetes, and
  - otherwise meet the “terms and conditions” of the health insurance policy.
- 2) For diabetes medications to be covered, a subscriber’s policy must include prescription drug coverage. Not all insurance policies include this. As above, medication must be medically appropriate and necessary, and ordered in writing by a primary care physician or practitioner.
- 3) For diabetes supplies to be covered, the policy must include a “rider” for durable medical equipment. (A rider is an addition to the main portion of the policy.) Coverage for supplies such as glucometers, diabetes test strips, and insulin pumps may fall under such a rider.

It is a common problem that a health insurance policy that does not include a rider to cover equipment, so people must pay out of pocket for diabetes supplies. Often glucometers and pumps can be obtained by other means, but patients may not get reimbursed for the on-going expense of test strips.

## Contact Information for Major Insurance Companies in New Hampshire

### **Aetna**

[www.aetna.com](http://www.aetna.com)  
1-800-962-6842

### **Anthem Blue Cross**

[www.anthem.com](http://www.anthem.com)  
1-866-920-1391

### **Cigna**

[www.cigna.com](http://www.cigna.com)  
1-800-882-4462

### **Harvard Pilgrim**

[www.harvardpilgrim.org](http://www.harvardpilgrim.org)  
1-800-848-9995

### **Medicaid**

[www.dhhs.state.nh.us/DHHS/Medicaidprogram/default.htm](http://www.dhhs.state.nh.us/DHHS/Medicaidprogram/default.htm)  
603-271-5254 or 1-800-852-3345x5254

### **Medicare**

[www.medicare.gov](http://www.medicare.gov)  
1-800-633-4227

### **Mohawk Valley Plan (MVP)**

[www.mvphealthcare.com](http://www.mvphealthcare.com)  
1-888-656-5695

## Frequently Asked Questions About Insurance Coverage

*1) Do I have coverage for nutrition counseling (or Medical Nutrition Therapy)?*

Sometimes an insurance representative will say they do not see coverage for this. If that is the case, you can follow up with the question:

*2) Do I have coverage for CPT Code 97802 and/or 97803, GO108 and GO109?*

(The 978 codes are for Medical Nutrition Therapy. The GO codes are for Diabetes Self-Management and Education. Some plans cover one or the other; some plans cover both.)

This may get a positive reply. If the answer is “yes,” then ask:

*a) Do I need a referral?*

*b) Is there a deductible that must be met?*

*c) Is there any limit on the number of visits for this service (per calendar year or other time frame)?*

*3) Is there a preferred meter?*

*4) Is nicotine replacement therapy a covered service?*

## Common Reasons Why a Claim May Be Denied

- 1) Error in Coding Health conditions are represented by numerical codes. Incorrect codes can lead to incorrect reimbursements. Check your Explanation of Benefits (EOB) Form. (This will come by mail with your reimbursement check or a letter stating that reimbursement is denied.) Take a close look at your EOB's "description of service" column. Be sure the services you received from your doctor's office are the ones listed, and that they are properly described.
- 2) Utilization review (UR). Insurance companies' health care staff create guidelines that define "medically necessary," or "reasonable and customary" or "usual and customary" care for almost every kind of illness and injury. The process of utilization review checks whether the health care you have received meets these guidelines. If you submit additional information the insurance company may change its decision. A test or procedure for which payment is denied may have been necessary in your case.
- 3) Doctors' Fees. An insurance company decides how much it will reimburse health care providers based on the usual fees in your geographic area. Sometimes the amount you have been charged is more than the amount the insurance company will pay you. The company may change its payment based on additional information.
- 4) Allowable Costs of Medical Services: You can challenge your insurance company's decision about reimbursement for "allowable costs" of medical services. This process is called an "appeal." You should check your insurance policy for specific information about your insurance company's appeal process.

## How to Appeal if Your Insurance Claim is Denied

Contact your insurer and prepare your appeal carefully! Be prepared to complete the following:

1. Prepare a short note explaining the situation.
2. Make copies of doctors' or hospitals' bills.
3. Make copies of Explanation of Benefit forms.
4. If your appeal involves documentation, obtain a letter confirming this from the provider.
5. Sign and date this information and send it to the insurance company. **BE SURE TO MAKE AND KEEP A COPY OF EACH DOCUMENT FOR YOURSELF.**
6. Some appeals are reviewed by a team of health providers. If your appeal is submitted to Peer Review, wait 6-8 weeks for the decision. You will receive a notice of the decision.
7. If Peer Review also denies your appeal, write to the appropriate government agency:
  - If Medicare, contact your local Social Security office.
  - If private insurance, write to your state insurance commissioner explaining the dispute. The NH Department of Insurance has a Consumer Representative to help you with this process.
  - **KEEP COPIES OF ALL CORRESPONDENCE.**

8. If the government agency holds a hearing on your dispute, bring copies of the following documents on the day of the hearing:

- Your original Explanation of Benefits form
- Your correspondence with the insurance company
- Medical bills
- Letter from the health care provider explaining the charges
- The insurance company's denial letter
- Any other relevant information such as notes you have taken from phone calls etc.

9. A written decision will follow in about 6 weeks. If the agency decides in your favor, a check from the insurance company should follow in a few weeks.

10. If the dispute involves Medicare, write your US Senator or Representative. Enclose a letter of explanation, plus copies of all the documents listed above.

11. If you cannot resolve your claim with the insurer, you may contact the customer service department for your company. Contact information for major insurers in New Hampshire is listed on p. 5.

## Resources for People who are Uninsured/Underinsured

People with diabetes often need help paying for diabetes care. Some have no insurance; others have high deductibles and co-payments. Also their insurance may not pay for medications and diabetes supplies. The organizations and web sites listed below may help:

### Diabetes Medications

**Medication Bridge Program:** [www.healthynh.com](http://www.healthynh.com)

Every major pharmaceutical company has a Patient Assistance Program for people who have trouble paying for their medications. The Medication Bridge Program is a service coordinated by the Foundation for Healthy Communities. It helps people find out if they are eligible for these programs and apply for lower-cost medications from pharmaceutical companies. The advantage of using Medication Bridge is that they will do all of the work for you in obtaining the providers' signatures, ordering refills, etc. (603) 225-0900

**NH Partnership for Prescription Assistance:** [www.pparxnh.org](http://www.pparxnh.org)

NH Partnership for Prescription Assistance is designed to help low-income, uninsured New Hampshire residents get access to patient assistance programs where they may qualify for free, or nearly free, prescription medicines. (888) 477-2669

**Needy Meds:** [www.needymeds.org](http://www.needymeds.org)

NeedyMeds is a non-profit organization with the mission of helping people who cannot afford medicine or healthcare costs. The information at Needy Meds is available anonymously and free of charge.

**Together Rx Access:** [www.togetherrxaccess.com](http://www.togetherrxaccess.com)

Individuals may be eligible for the Together Rx Access Card if they do not qualify for Medicare, do not have public or private prescription drug coverage, and meet household income requirements. Together Rx Access offers potential cardholders three easy ways to enroll. And, no documentation is required.

- Visit TogetherRxAccess.com to instantly enroll online.
- Call the toll-free phone number 1-800-250-2839.
- Complete a short paper application and return it by mail.



Certain retail stores sell diabetes medications at reduced rates. These include:

**Hannaford Healthy Savers® Plus:** [www.hannaford.com](http://www.hannaford.com)

**Walmart:** [www.walmart.com](http://www.walmart.com)

**Target:** [www.target.com](http://www.target.com)

**The Prescription Center:** [www.prescription-center.com](http://www.prescription-center.com)



Contact your local pharmacies or markets in your area about other medication assistance programs.

### Diabetes Supplies/Test Strips

Paying for test strips can be a big challenge for people who need to check blood sugar frequently. If you have this problem, please tell your doctor, nurse or diabetes educator. They may have access to short-term supplies or know about lower-cost suppliers near you. Some retail stores (above) also carry lower cost test strips.

**Medicaid - Special Medical Services**

[www.dhhs.state.nh.us/dhhs/specialmedsrvcs/default.htm](http://www.dhhs.state.nh.us/dhhs/specialmedsrvcs/default.htm)

603-271-4488 or 1-800-735-2964



CHECK with your health care provider and the manufacturer of your glucometer about free resources for test strips.

## **Foot Care for People with Diabetes**

American Podiatric Medical Association

[www.apma.org](http://www.apma.org)

1-800-FOOTCARE

## **Eye Care for People with Diabetes**

Eye Care America

[www.eyecareamerica.org](http://www.eyecareamerica.org)

1-800-222-3937

Eyecare America is the web site of the American Ophthalmologic Association. Information on how to qualify for and find free eye exams and medications is under the "Access to Care" tab. The phone number to call for services related to diabetes is 1-800-272-EYES (3937).

Vision USA

[www.aoa.org/x5607.xml](http://www.aoa.org/x5607.xml)

1-800-766-4466

The web site of the American Optometric Association (AOA) also gives information to help people who need free or reduced cost care. The web site can direct you to an optometrist in your area. The AOA financial assistance program is called Vision USA.

Lion's Clubs

[www.nhlions.org/clublist.htm](http://www.nhlions.org/clublist.htm)

See website for phone listing

The Lions Club is the world's largest service club organization. Members give back to local communities and around the world. Lions have gained worldwide recognition for their work to improve sight.

Listing of NH Optometric Association members

[www.nheyedoctors.org](http://www.nheyedoctors.org)

Ophthalmologists in NH

[www.localeyecare.com](http://www.localeyecare.com)

## **General Financial Assistance**

**National Diabetes Information Clearinghouse**

[www.diabetes.niddk.nih.gov/dm/pubs/financialhelp/index.htm](http://www.diabetes.niddk.nih.gov/dm/pubs/financialhelp/index.htm)

If you go to this site and select the "Local Services" tab on the menu, it will list and links to several charitable organizations that can help people get reduced cost diabetes services and supplies, including Lions Clubs, Rotary, Elks, Shriners and Kiwanis organizations.

## **General Education Resources**

**NH Association of Diabetes Educators**

[www.nhade.org/index.php/resources/classes](http://www.nhade.org/index.php/resources/classes)

Group classes and individual consultation can help people learn to manage their diabetes. Many hospitals and other organizations offer classes and support groups. A list of these begins on page 15. This information is available on the web site above, which also shows where individual diabetes educators are located. Appointments for diabetes education are recommended especially after a new diagnosis of diabetes. Individual diabetes education appointments are available by referral from your primary care doctor.

## Information and Referral for Health and Social Services

**SeaCare:** [www.seacarehealthservices.org](http://www.seacarehealthservices.org)

Portsmouth, Exeter or Seabrook (603) 772-8119

SeaCare Health Services helps low income adults who do not have health insurance and cannot afford it. Through 400 medical providers, SeaCare clients see primary care doctors, specialists and get lab work done. Seacare also has programs to provide prescriptions and to help families.

**United Way:** [www.liveunited.org](http://www.liveunited.org)

United Way supports many local agencies that assist people with health, education, and social service needs. There are many local United Way offices in NH with expertise about agencies in their communities. By dialing 211 people can be referred to organizations that can help with their individual needs.

**211 New Hampshire:** [www.211nh.org](http://www.211nh.org)

2-1-1 is an easy to remember telephone number that connects callers, at no cost, to information about critical health and human services. available in their community. Residents in NH can dial **2-1-1** in-state or **1-866-444-4211** outside of NH. Both are toll-free.

**Families USA:** [www.familiesusa.org](http://www.familiesusa.org)

Most Family USA materials are intended for policy specialists and advocates. However, a few resources are written for individual consumers, these include publications on health insurance programs and benefits.

**ServiceLink:** [www.nh.gov/servicelink](http://www.nh.gov/servicelink)

1-866-634-9412.

ServiceLink is a statewide network of 13 community- based resources centers and satellite offices that provide information and referral services for elders, adults with disabilities and their families. The website contains a searchable database of community resources.

**Eldercare:** [www.eldercare.gov](http://www.eldercare.gov)

The eldercare locator is your first step for finding local agencies, in every U.S. community, that can help older persons and their family services like transportation, meals, home care, and caregiver support services.

## Information and Referral for Health and Social Services

### Community Action Programs & Health Centers

#### **Rockingham Community Action Inc.**

[www.rcaction.org](http://www.rcaction.org)

Toll Free: 1-800-639-3896

Portsmouth (603) 431-2911

Raymond (603) 895-2303

Salem (603) 893-9172

Seabrook (603) 474-3507

#### **Southern New Hampshire Services, Inc.**

[www.snhs.org](http://www.snhs.org)

Toll Free: 1-800-322-1073

Manchester (603) 647-4470

Nashua (603) 889-3440 / 1-877-211-0723

Peterborough (603) 924-2243 / 1-877-757-7048

Hillsboro (603) 464-5835 / 1-877-757-7048

Milford (603) 673-0756 / 1-877-757-7048

Greenville (603) 878-3364

Toll-Free 1-800-322-1073

#### **Southwestern Community Services**

[www.scshehelps.org](http://www.scshehelps.org)

Toll-Free 1-800-529-0005

Keene (603) 352-7512 or (603) 352-7513

Claremont (603) 543-0148 or (603) 542-9528

#### **Community Action Program**

#### **Belknap-Merrimack Counties Inc.**

[www.bm-cap.org](http://www.bm-cap.org)

Concord (603) 225-6880

Franklin (603) 934-3444

Laconia (603) 524-5512

Meredith (603) 279-4096

Suncook (603) 485-7824

Warner (603) 456-2207

#### **Strafford County Community Action**

[www.straffcap.org](http://www.straffcap.org)

Dover (603) 749-5160

Rochester (603) 332-3963

Milton (603) 652-9893

#### **Tri-County Community Action**

[www.tccap.org](http://www.tccap.org)

Berlin (603) 752-7001 / 1-800-552-4617

Colebrook (603) 237-8168

Lancaster (603) 788-4477

Ossipee (603) 539-4165

Littleton (603) 444-6653

Plymouth (603) 536-8222

Woodsville (603) 747-3013

Lebanon (603) 448-4553

The network of Community Health Centers in New Hampshire provides primary health care for people in all geographic areas of the state. These health centers are committed to serve people who cannot afford needed health care. They charge for services on a sliding fee scale, according to a patient's ability to pay. Other doctors and hospitals also work to help patients who cannot afford to pay for care.

### ***Concord Area & Lakes Region***

#### **Capital Region Family Health Center**

250 Pleasant Street  
Concord, NH 03301  
(603) 228-7200

[www.concordhospital.org/services/primary/family.php](http://www.concordhospital.org/services/primary/family.php)

#### **Health First Family Care Center**

841 Central Street Franklin 03235  
(603) 934-1464  
22 Strafford Street, Suite 1  
Laconia 02346  
(603) 336-0177

[www.healthfirstfamily.org](http://www.healthfirstfamily.org)

#### **Hillsboro Family Health Center**

15 Antrim Road  
Hillsboro, NH 03244  
(603) 464-3434

#### **Mid-State Health Center**

101 Boulder Point Drive Building A Suite 1  
Plymouth, NH 03264 (603) 744-6200  
859 Lake Street Bristol, NH 03222  
(603) 536-4000

[www.midstatehealth.org](http://www.midstatehealth.org)

### ***Seacoast***

#### **Avis Goodwin Community Health Center**

19 Old Rollinsford Road  
Dover, NH 03820  
(603) 749-2346  
22 South Main Street  
Rochester, NH 03867  
(603) 332-4249

[www.avisgoodwinchc.org](http://www.avisgoodwinchc.org)

#### **Families First - Health Care for the Homeless**

Portsmouth, Hampton, Dover, and Rochester  
(888) 922-0005 or (603) 766-9220

[www.familiesfirstseacoast.org/health\\_care\\_for\\_homeless.html](http://www.familiesfirstseacoast.org/health_care_for_homeless.html)

### ***North Country***

#### **Ammonoosuc Community Health Services, Inc.**

25 Mount Eustis Road Littleton, NH 03561  
(603) 444-2464

Route 25, Main Street Warren, NH 03279  
(603) 764-5704

79 Swiftwater Road Woodsville, NH 03785  
(603) 747-3740

[www.achs-inc.org](http://www.achs-inc.org)

#### **Coos County Family Health Services**

133 Pleasant Street Berlin, NH 03570 (603) 752-2040  
59 Page Hill Road Berlin, NH 03570 (603) 752-2900  
2 Broadway Ave Gorham, NH 03581 (603) 466-2741

[www.coosfamilyhealth.org](http://www.coosfamilyhealth.org)

#### **Indian Stream Health Center, Inc.**

141 Corliss Lane Colebrook, NH 03576  
(603) 237-8336

[www.indianstream.org](http://www.indianstream.org)

#### **White Mountain Community Health Center**

298 White Mtn Highway Conway, NH 03818  
(603) 447-8900

[www.whitemountainhealth.org](http://www.whitemountainhealth.org)

#### **Families First Health and Support Center**

100 Campus Drive  
Portsmouth, NH 03801  
(603) 422-8208

[www.familiesfirstseacoast.org](http://www.familiesfirstseacoast.org)

#### **Lamprey Health Care**

207 South Main Street  
Newmarket, NH 03857  
(603) 659-3106

128 State Route 27  
Raymond, NH 03077  
(603) 895-3351

[www.lampreyhealth.org](http://www.lampreyhealth.org)

***Southern New Hampshire***  
**Manchester Community Health Center**  
145 Hollis Street  
Manchester, NH 03101  
(603) 626-9500  
[www.mchc-nh.org](http://www.mchc-nh.org)

**VA Medical Center**  
718 Smyth Road  
Manchester, NH 03104  
(603) 624-4366 or  
Toll Free: (800) 892-8384  
[www.manchester.va.gov](http://www.manchester.va.gov)

**Nashua Area Health Center**  
**(a center for Lamprey Health Care)**  
10 Prospect Street, Suite 102  
Nashua, NH 03060  
(603) 883-1626  
[www.lampreyhealth.org](http://www.lampreyhealth.org)

## Important Health Care for People with Diabetes

It is especially important for people with diabetes to take an active role in managing their health. Nutrition and physical activity, as well as medication, are important to keep blood sugar, cholesterol, and blood pressure under control. People with diabetes also need to see their health care provider on a regular basis to prevent complications of diabetes. The American Diabetes Association recommends the care listed below.

Test	Recommended Frequency <sup>1</sup>
Hemoglobin A1c	Every 3 months
Blood Pressure	Every visit
Weight	Every visit
Cholesterol (including HDL, LDL and triglycerides)	Yearly
Urine test for protein (microalbumin)	Yearly
Foot Exam - Visual	Every visit
Foot Exam – Monofilament	Yearly
Dilated Eye Exam	Yearly
Dental Visit	Every 6 months
Influenza Immunization	Yearly
Pneumococcal Immunization	Once <sup>2</sup>

<sup>1</sup>According to American Diabetes Association (ADA): Clinical Practice Recommendations 2009

<sup>2</sup>Re-vaccination may be recommended for persons with certain medical problems such as kidney failure. A second dose is also recommended for those people 65 and older who got their first dose when they were under 65, if five or more years have passed since the earlier dose.

*Note: These guidelines are not intended to replace the clinical judgment of healthcare providers. They are general guidelines based on ADA recommendations.*

## Diabetes Education Programs and Support Groups

The following programs are recognized by the American Diabetes Association for meeting national standards for diabetes self-management education. However, inclusion in this listing should not be considered an endorsement of the education services provided. A ☼ indicates that there is a support group associated with that diabetes program.

**Androscoggin Valley Hospital** ☼  
Diabetes Self-Management Education Program  
59 Page Hill Road  
Berlin, NH, 03570  
(603) 326-5631

**Valley Regional Hospital** ☼  
Diabetes Self-Management Education Program  
243 Elm Street  
Claremont, NH 03743 (603) 542-7771 x 1372

**Upper Connecticut Valley Hospital**  
UCVH Diabetes Self-Management Education Program  
181 Corliss Lane  
Colebrook, NH, 03576  
(603) 237-4971 x 4233

**Capital Region Health Care** ☼  
CRHC Diabetes Self-Management @ Concord Hospital  
253 Pleasant Street  
Concord, NH, 03301  
(603) 227-7101

**Parkland Medical Center**  
Diabetes Self-Management Education Program  
1 Parkland Drive  
Derry, NH, 03038  
(603) 432-1500 x 3229

**Wentworth-Douglass Hospital** ☼  
Diabetes Self-Management Education Program  
789 Central Avenue  
Dover, NH, 03820  
(603) 740-3208

**Wentworth-Douglass Hospital**  
Endocrinology and Diabetes Consultants  
19 Webb Place  
Dover, NH, 03820  
(603) 742-1143

**Exeter Hospital** ☼  
HealthReach Diabetes, Endocrine and Nutrition Center  
881 Lafayette Road  
Hampton, NH, 03842  
(603) 926-9131

**Dartmouth Hitchcock Keene** ☼  
Cheshire County Diabetes Self-Management Education Program  
590 Court Street  
Keene, NH, 03431  
(603) 354-5454 x 3815

**LRGHealthcare**  
LRGH Diabetes Center  
80 Highland Street  
Laconia, NH, 03246  
(603) 527-2850

**Dartmouth-Hitchcock Medical Center--The Hitchcock Clinic** ☼  
The Adult Out-Patient Diabetes Self-Management Program at Dartmouth-Hitchcock Medical Center  
1 Medical Center Drive  
Lebanon, NH, 03756 (603) 650-8630

**Littleton Regional Hospital** ☼  
Diabetes Self-Management Education Program  
600 St. Johnsbury Road  
Littleton, NH, 03561  
(603) 444-9323

**Dartmouth Hitchcock Manchester**

Diabetes Self-Management Education Program  
100 Hitchcock Way  
Manchester, NH, 03104  
(603) 629-1795

**CHaD/Dartmouth-Hitchcock**

Pediatric Diabetes Education Program  
4 Elliot Way, Suite 105  
Manchester, NH, 03103  
(603) 695-2790

**Elliot Hospital**

Elliot Center for Diabetes Management  
1070 Holt Ave. Suite 1400  
Manchester, NH, 03109  
(603) 663-3130

**VA Medical Center**

Diabetes Self-Management Education Program  
718 Smyth Road  
Manchester, NH, 03104  
(603) 624-4366 X 6753

**Catholic Medical Center ☼**

Outpatient Diabetes Resource Institute  
100 McGregor Street  
Manchester, NH, 03102  
(603) 663-6431

**Southern New Hampshire Medical Center ☼**

Joslin Diabetes Center affiliate at SNHMC-West  
Campus  
29 Northwest Boulevard  
Nashua, NH, 03061  
(603) 577-5760

**St. Joseph Hospital ☼**

Diabetes Self-Management Education Program  
172 Kinsley Street Nashua, NH 03060  
(603) 595-3971

**Monadnock Community Hospital**

Diabetes Education Program  
452 Old Street Road  
Peterborough, NH, 03458  
(603) 924-7191 x 4096

**Speare Memorial Hospital**

Diabetes Self-Management Education Program  
16 Hospital Road  
Plymouth, NH, 03264  
(603) 238-6472

**Portsmouth Regional Hospital**

Center for Diabetes and Endocrinology  
155 Borthwick Avenue, Suite 301  
Portsmouth, NH, 03802  
(603) 433-5160

**Frisbie Memorial Hospital ☼**

Joslin Diabetes Center Affiliate at Frisbie  
Memorial Hospital  
245 Rochester Hill Rd. Suite B  
Rochester, NH, 03867  
(603) 994-0120

**Martin's Point Health Care**

Diabetes Self-Management Education  
Program  
161 Corporate Drive  
Portsmouth, NH, 03801  
(800) 260-6681

**The Diabetes Center @ MWV/The  
Memorial Hospital ☼**

The Diabetes Center Education Program  
3073 White Mtn. Highway  
North Conway, NH, 03860  
(603) 356-0796

## Other Support Groups

### **Camp Carefree**

For kids with diabetes ages 8-15

[www.campcarefreekids.org](http://www.campcarefreekids.org)

### **Diabetes Support Group for Greater Concord**

Contact: Steve Duggan

(603) 785-3332

### **Manchester Community Health Center**

Contact: Barbara Conneally

(603) 626-9500 ext. 9543

### **Nashua Parents Support Group**

Contact: Carolyn Perrault

(603) 788-5284

(603) 882-3000

### **Salem Diabetes Power Group**

Contact: Mary Breen

(603) 898-5023

### **Woodsville – NH Cottage Hospital**

Contact: Valerie Brooks

(603) 747-9000 ext. 9154

### **Hannaford – throughout New Hampshire**

Free group classes

[www.hannaford.com](http://www.hannaford.com)

Under "Healthy Living" tab

Contact: Emily Cooper

(603) 228-2060

## Information about Diabetes

**National Diabetes Information Clearinghouse:** [www.diabetes.niddk.nih.gov](http://www.diabetes.niddk.nih.gov)

**New Hampshire Diabetes Education Program (NHDEP):** [www.dhhs.state.nh.us/DHHS/CDPC/dep.htm](http://www.dhhs.state.nh.us/DHHS/CDPC/dep.htm)

**Juvenile Diabetes Foundation:** [www.jdf.org](http://www.jdf.org)

**National Diabetes Education Program (NDEP):** [www.ndep.nih.gov](http://www.ndep.nih.gov)

**Medline Plus:** <http://medlineplus.gov/>

**American Diabetes Association:** [www.diabetes.org](http://www.diabetes.org)

**Centers for Disease Control and Prevention Diabetes Public Health Resource** [www.cdc.gov/diabetes](http://www.cdc.gov/diabetes)

## Information about Nutrition and Physical Activity

**American Dietetic Association:** [www.eatright.org](http://www.eatright.org)

**Dietary Guidelines for Americans:** [www.health.gov/dietaryguidelines](http://www.health.gov/dietaryguidelines)

**Fruits and Vegetables:** [www.fruitsandveggiesmatter.gov](http://www.fruitsandveggiesmatter.gov)

**NH DHHS Health Promotion Program:** [www.dhhs.nh.gov/DHHS/NHP/fruitsandveggies.htm](http://www.dhhs.nh.gov/DHHS/NHP/fruitsandveggies.htm)

**New Hampshire Healthy Eating Active Living:** [www.healnh.org](http://www.healnh.org)

**Physical Activity Guidelines for Americans:** [www.health.gov/paguidelines](http://www.health.gov/paguidelines)

**President's Challenge:** [www.presidentschallenge.org](http://www.presidentschallenge.org)

## Glossary of Terms

**Acute Visit:** A visit to a health care provider for a problem that is not life-threatening, but needs care quickly to keep it from getting worse. This can also be known as an “urgent care” visit. Example: You have a sore throat and high fever. You are treated that same day.

**Brand Name Drug:** A drug that is protected by patent or copyright. Example: Glucotrol is a brand name oral diabetes drug; Glipizide is a generic form of an oral diabetes drug.

**Co-payment (Co-pay):** A set amount of money that a patient pays for health services. Example: You pay \$10.00 for a visit to your doctor and your health insurance company pays the rest.

**Covered Services:** Services (office visits, laboratory tests, etc.) that are paid for by your health insurance company (also called “covered benefits”).

**Deductible:** The amount of money you must pay for services before your insurance company begins to pay. This amount is for each year, not for each service. Example: Your health plan includes a \$200.00 deductible. Each year, you must pay the first \$200.00 for health services before your plan begins to pay.

**Diabetes Mellitus:** A disease that occurs when the body is not able to use the sugar in food to make energy for daily activities. This may be because the pancreas is not able to make enough insulin (a hormone), or because the body cannot properly use the insulin it has. There are two main types of diabetes: Type 1 and Type 2. In type 1, the pancreas makes little or no insulin. In type 2, the pancreas makes some insulin.

**Diabetes Education:** Many health care facilities offer education programs to help people manage their diabetes. These sessions are provided by certified diabetes educators and include nutrition assessment and counseling.

**Diabetic Retinopathy:** This disease is common among people with diabetes. High blood sugar

can cause damage to small blood vessels in the retina of the eye. The blood vessels in the retina become larger and leak fluid into the retina, causing blurry vision. If not treated this problem can grow more serious: it can lead to impaired sight and even blindness.

**Drug:** A prescription medicine ordered for the patient by a health care provider.

**Fundus Photography:** A camera picture of the back of the eye, used to diagnose eye problems.

**Generic Drug:** A drug not protected or marketed under the exclusive rights of the inventor (brand name). Example: Glyburide is a generic form of an oral diabetes drug and Micronase is a brand name version of the same drug.

**Gestational Diabetes Mellitus:** A type of diabetes that can occur during pregnancy. The blood sugar rises during pregnancy. When the pregnancy ends the blood sugar returns to normal in about 95% of all cases. Gestational diabetes needs to be treated by a physician because it causes risk for both mother and baby.

**Home Blood Glucose Monitoring:** A test to check blood sugar, usually every day. This can be done at home by putting a drop of blood on a special strip of paper called a “test strip.” The test strip changes color to show how much sugar is in the blood. Its color can be compared to a color chart of blood glucose levels. The test strip can also be placed in a meter called a “glucometer” to measure blood sugar.

**Laboratory Tests:** Tests on blood, urine and other body fluids/tissues that are used to monitor a person’s health. Blood glucose, cholesterol, and hemoglobin A1c are examples of laboratory tests for people with diabetes “Common Medical Tests for People with Diabetes,” p. 14.

**Laser Treatment:** This is a treatment for diabetic retinopathy. A laser (strong beam of light) is used to heal the damaged area of the eye.

**Medical Necessity:** A service or item is covered by the insurance company when necessary for the patient's medical care. Example: An X-Ray for an ankle injury may be considered necessary and be paid for by the insurance company. But if you go to the hospital emergency room for a sore throat the insurance company may not pay.

**Non-Covered Service:** A health care service that is not provided or paid for by the insurer.

**Non-Participating Provider:** A health care provider (person or organization) who is not part of a health plan's network. Insurance companies may not pay these providers, or may pay only a portion of their charges.

**Oral Hypoglycemic Medications:** Pills or capsules that people with diabetes take to lower the level of glucose (sugar) in their blood. The medications are used if the pancreas is still producing some insulin. These pills help the cells in the pancreas to release insulin, or help cells in the body to use insulin and glucose.

**Participating provider:** A health care provider (person or organization) who has a contract with your insurance company to deliver health services.

**Podiatrist:** A physician who specializes in the care of feet.

**Preventative Visit:** A visit to a health care provider to check a person's overall health and identify problems early, or before they begin.

**Provider:** A provider is a person (physician, nurse, etc.) or organization (laboratory, X-ray department, etc.) that delivers health care services.

**Provider Network:** A provider network is all of the health care providers who have an agreement with a health insurance company to give health services to its subscribers. After providers have joined the network, they are called "participating providers."

**Provider Profile:** The amount paid to each provider for the services they give.

**Reimbursement:** The amount of money an insurance company pays to a health care provider for services and supplies.

**Services:** Care that a patient receives from a health care provider. Physician visits, nutrition counseling, laboratory tests, and home visits are examples of services a patient would receive from a health care provider.

**Subscriber:** The person with whom the health plan has an agreement. The health plan agrees to pay for covered health services to the subscriber and all other members of his/her family who are included under the agreement.

**Supplies:** Materials needed to take care of a person's health. A home glucose monitoring kit is an example of a diabetes supply item.

**Therapeutic Shoes:** Molded shoes that are custom casted to relieve pressure points in the foot, or shoe inserts that help redistribute forces under the foot to relieve pressure points.

**Utilization Review:** Health insurance company's review of the services ordered by a provider to decide if those services are medically necessary.

A "Diabetes Dictionary" can be found at: [diabetes.niddk.nih.gov/dm/pubs/dictionary/index.htm](http://diabetes.niddk.nih.gov/dm/pubs/dictionary/index.htm)