

# HEALTHCARE PROVIDER TOOLKIT

# INTRODUCTION



**Illinois CARES is an initiative of the Illinois Department of Public Health in partnership with the Illinois Public Health Institute to help raise awareness of prediabetes and the National Diabetes Prevention Program’s (NDPP) lifestyle change program across Illinois, with support from the Centers for Disease Control and Prevention.**

This toolkit is intended for health care providers and other licensed professionals working with adults who may have prediabetes. Prediabetes means a patient’s blood glucose level is higher than normal, but not yet high enough to be diagnosed as type 2 diabetes. The National DPP is an evidenced based behavioral intervention that helps prevent or delay the onset of type 2 diabetes in people with prediabetes, lowering the risk by 58 percent. The National DPP lifestyle change program offers 26 sessions over the course of a year to help patients increase their physical activity levels and choose more nourishing and health-promoting foods. The goal of the program is to help patients lose between 5 and 7 percent of their body weight.

Good news! Medicare and Illinois Medicaid now include the National DPP lifestyle change program as a covered benefit. View the provider notice from the Illinois Department of Healthcare and Family Services about [Medicaid coverage](#). Learn more about enrolling as a [Medicare DPP supplier](#).

**Ready to help patients learn more about this program? Start with this toolkit!**



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\*These materials were originally developed by the Illinois Public Health Institute as part of the Chicago CARES to Prevent Diabetes initiative and were adapted for use by the Illinois Department of Public Health.

# VIDEOS

Developed by the Illinois Public Health Institute with funding from the Illinois Department of Public Health.

## PROVIDER VIDEO



[CLICK HERE TO ACCESS THE VIDEO](#)


## PATIENT VIDEO



[CLICK HERE TO ACCESS THE VIDEO](#)

# FACT SHEET

## FRONT



### RESOURCES FOR HEALTHCARE PROVIDERS

Illinois CARES recommends healthcare providers use resources from the American Medical Association, a thought leader in supporting the National Diabetes Prevention Program (NDPP). Healthcare providers can find continuing education and quality improvement support, along with other communications and resources about the NDPP on the [AMA's Prevent Diabetes website](#).

**The AMA and the Centers for Disease Control and Prevention recommend physicians:**

- ✓ Screen patients for prediabetes using the [CDC Prediabetes Screening Test](#) (or the American Diabetes Association Diabetes Risk Test).
- ✓ Test patients for prediabetes using one of 3 blood tests. View the [AMA's prediabetes identification protocol](#).
- ✓ Act to help prevent diabetes by referring patients to intervention.


The United States Preventive Services [Task Force](#) recommends that adults aged 35 to 70 years who are overweight or obese should be screened for prediabetes and type 2 diabetes. Individuals with prediabetes should be offered or referred to effective preventive interventions.

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For more information, visit [IllinoisCARESDPP.org](#) or our sister organization on Facebook or Twitter at [@ChicagoCARESDPP](#)




## BACK



### CONTINUING EDUCATION AND QUALITY IMPROVEMENT

To help you learn more about how to integrate screening for elevated blood glucose and referral to intervention in your practice, healthcare providers are encouraged to take advantage of the American Medical Association's continuing medical education options:

- Screening for Abnormal Blood Glucose (Screening for Abnormal Blood Glucose | Continuing Medical Education and Maintenance of Certification | [AMA Ed Hub ama-assn.org](#)) *20 AMA PRA Category 1 Credits™ are available upon completion of 4 sections*
- Intervention for Abnormal Blood Glucose in Prediabetes Range (Intervention for Abnormal Blood Glucose in Prediabetes Range | Diabetes | [AMA Ed Hub ama-assn.org](#)) *20 AMA PRA Category 1 Credits™ are available upon completion of 4 sections*





### ADDITIONAL TOOLS & RESOURCES

View the "[Tools for the team](#)" AMA webpage for resources such as evidence briefs, a cost-savings calculator, a prevention impact toolkit, and information on referrals and claims for diabetes prevention.

View [Frequently Asked Questions](#) on the AMA's prevent diabetes webpage to learn more about the NDPP's lifestyle change program – who is eligible, what is the program like, and how to keep patients motivated.

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[CLICK HERE TO ACCESS THE FACT SHEET](#)

# BASICS OF NDDP DECK




[CLICK HERE TO ACCESS THE SLIDE DECK](#)


# BROCHURE


## EXTERIOR


**Refer your patients to the free National Diabetes Prevention Program (NDPP)**

Developed after extensive scientific research, the free National Diabetes Prevention Program (NDPP) lifestyle change program helps to prevent or delay type 2 diabetes. A trained lifestyle coach facilitates classes to help patients make lasting changes.

  
**PHYSICAL ACTIVITY**  
 150 minutes/week

  
**HEALTHIER EATING**


  
**STRESS MANAGEMENT**  
 + Behavior Modification

  
**BODY WEIGHT LOSS**  
 5% in 6 months + 6 months of maintenance (10 lbs. for a person that weighs 200 lbs.)

**ELIGIBILITY REQUIREMENTS**

To be eligible for referral to a CDC-recognized National lifestyle change program, patients must:

- ✓ Be at least 18 years old
- ✓ Be overweight (Body Mass Index >25; >23 if Asian)
- ✓ Not be pregnant
- ✓ Have no previous diagnosis of type 1 or type 2 diabetes
- ✓ Have a blood test result in the prediabetes range within the past year:
  - Hemoglobin A1C: 5.7–6.4%
  - Or fasting plasma glucose: 100–125 mg/dL
  - Or two-hour plasma glucose (after a 75 gm glucose load): 140–199 mg/dL
- ✓ Have a previous clinical diagnosis of gestational diabetes




**ILLINOIS CARES**  
TO PREVENT DIABETES

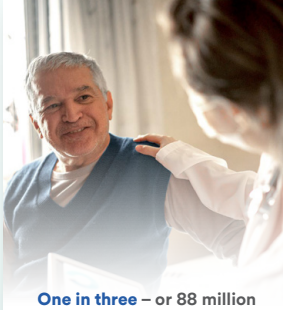
**Help your patients avoid type 2 diabetes with the National Diabetes Prevention Program**

Illinois CARES is an initiative of the Illinois Public Health Institute and Illinois Department of Public Health. The initiative is working to expand and sustain the National Diabetes Prevention Program in Illinois with support from the Centers for Disease Control & Prevention.

For more information, please visit: [IllinoisCARESNDPP.org](http://IllinoisCARESNDPP.org) or our sister organization on Facebook or Twitter at [@ChicagoCARESNDPP](https://twitter.com/ChicagoCARESNDPP)



## INTERIOR



**One in three – or 88 million – adults living in the U.S. have prediabetes and most don't know it.**

Having prediabetes means a patient's blood glucose level is higher than normal, but not yet high enough to be diagnosed as diabetes. Without making a change, many people with prediabetes will develop type 2 diabetes within five years. **The National NDPP is now covered by Illinois Medicaid and Medicare!**

**Prediabetes raises the risk of:**

- ✓ Heart disease
- ✓ Stroke
- ✓ Type 2 diabetes

**HOW TO REFER PATIENTS**

- 1

Identify patients with prediabetes by screening them for elevated blood glucose if they are between the ages of 35 and 70 and have overweight or obesity

- 2

Discuss treatment options: Talk with your patient to determine if the National Diabetes Prevention Program is right for them

- 3

Refer the patient to a local NDPP lifestyle change program

Call: \_\_\_\_\_

Email: \_\_\_\_\_

**THE RESULTS**

Behavioral intervention was nearly 2X as effective as metformin, a glucose-lowering drug. A landmark NDPP study in the New England Journal of Medicine showed that a lifestyle change program reduced the incidence of developing type 2 diabetes compared to placebo.\*

**NDPP**

Intensive lifestyle change program

**58%**

REDUCED INCIDENCE

and 71% reduction for patients over age 60

**METFORMIN**

Glucose-Lowering Drug

**31%**

REDUCED INCIDENCE

Currently, there is no FDA approval for metformin for the indication of diabetes prevention

\*18 average follow-up of three years. Source: Diabetes Prevention Program Research Group. "Reduction in the incidence of type 2 diabetes with lifestyle intervention or metformin." *New England Journal of Medicine*, 366(6) (2010): 303-313.

[CLICK HERE TO ACCESS THE BROCHURE](#)

## FRONT

### Frequently Asked Questions about Prediabetes and the National Diabetes Prevention Program



#### What are the risks of prediabetes?

Prediabetes is a condition in which blood glucose (sugar) levels are higher than normal but not high enough to be diagnosed as diabetes. Approximately one-third of US adults have prediabetes, yet the majority do not know they have it. Having prediabetes can put your patients at a higher risk for developing type 2 diabetes and other serious health problems like heart disease, stroke, and COVID-19 complications.



#### Who should be screened for prediabetes?

- The US Preventive Services Task Force (USPSTF) recommends screening for prediabetes (and type 2 diabetes) in adults ages 35 to 70 years old who are considered overweight (body mass index (BMI) of 25 or higher; 23 or higher if they are Asian American).
- Patients can be screened by any of the following diagnostic tests, according to the American Medical Association (AMA) and the Centers for Disease Control and Prevention (CDC):
  - Hemoglobin A1C
  - Fasting plasma glucose
  - 2-hour plasma glucose (after a 75 g glucose load)
  - Patients can also be screened non-clinically through the CDC's Prediabetes Risk Test
- Those patients with prediabetes should be referred to effective preventive interventions, such as the National Diabetes Prevention Program (NDPP).



#### What is the NDPP lifestyle change program and why does it focus on weight loss and physical activity?

Participants meet in groups with their specially trained lifestyle coach approximately once a week for 16 core sessions, and then approximately once a month for 6 to 8 follow-up sessions (26 hour-long sessions throughout a year).

During the sessions, participants learn how to incorporate and sustain healthier behaviors into their daily routines, focusing on helping to integrate more nourishing foods and physical activity throughout the day and managing stress.

The goal for each participant is to lose 5% or more of their body weight and to participate in at least 150 minutes of weekly physical activity. These goals are based on clinical evidence from a 10-year follow-up study of NDPP graduates.

Program providers are required to follow national standards and submit regular data to the CDC and Prevention on program enrollment, retention, and participant outcomes to receive recognition as a NDPP lifestyle change program. [Learn more on the CDC's NDPP healthcare provider webpage.](#)

## BACK



#### What recommendations and preventative measures are available for patients with prediabetes?

The NDPP has been shown to be one of the more effective preventive measures to delay or prevent the onset of type 2 diabetes. These lifestyle change programs have a beneficial effect on weight, blood pressure, and lipid levels (increasing high-density lipoprotein cholesterol levels and lowering triglyceride levels). The AMA suggests the NDPP as an effective, evidence-based treatment option for prediabetes.

A combination of lifestyle interventions (such as NDPP) that focus on nourishing foods and physical activity, and metformin have also demonstrated efficacy in preventing or delaying progression to diabetes in persons with prediabetes.

Additionally, the CDC and AMA have partnered to create a comprehensive assessment and guided process, Prevent diabetes STAT (Screen, test, act-today), for providers to implement diabetes prevention strategies, including access to the NDPP.



#### Who is eligible for the NDPP?

- Patients 18 years or older
- Patients who are overweight (a body mass index (BMI) of 25 or higher; 23 or higher if they are Asian American)
- Patients that have NOT been diagnosed with type 1 or type 2 diabetes
- Patients that are NOT currently pregnant
- And at least ONE of the following below criteria:
  - Patients diagnosed with prediabetes with the following levels:
    - Hemoglobin A1C: 5.7–6.4%
    - Fasting plasma glucose: 110–125 mg/dL.
    - 2-hour plasma glucose (after a 75 g glucose load): 140–199 mg/dL.
  - Patients that have previously been diagnosed with gestational diabetes
  - Patients that have received a high-risk result (score of at least 5) on the CDC's Prediabetes Risk Test



#### What are the costs to my patients?

The NDPP lifestyle change program is now covered by Illinois Medicaid and Medicare, and participants not covered by those health plans often have free access to the program through grant funding to NDPP providers. There are no out-of-pocket expenses for participants.



#### How do I refer my patients?

Providers can refer eligible patients directly to the NDPP provider.

Name:

Call:

Email:

For more information on this Centers for Disease Control & Prevention-funded project in Illinois, visit: [IllinoisCARESNDPP.org](https://IllinoisCARESNDPP.org) or visit our sister organization on Facebook or Twitter at [@ChicagoCARESNDPP](https://ChicagoCARESNDPP)



[CLICK HERE TO ACCESS THE FAQS](#)



# REFERRAL LETTER



<<ADDRESS>>  
<<PHONE NUMBER>>  
<<DATE>>  
<<PATIENT NAME>>  
<<PATIENT ADDRESS>>

Dear Mr./Mrs./Ms. <<PATIENT'S LAST NAME>>,

Based on a review of your medical chart, you have a condition known as prediabetes. It means your blood glucose level is higher than normal, which puts you at increased risk of developing type 2 diabetes. However, prediabetes is a treatable and potentially reversible condition.

I am writing to tell you about the free Chicago CARES National Diabetes Prevention Program lifestyle change program that can help you avoid type 2 diabetes. Over the course of 26 one-hour sessions, you'll attend classes and work with a lifestyle coach to help you stay active, eat healthier, lose weight, and manage stress to achieve a diabetes-free future.

I have sent a referral to <<PROVIDER NAME>> – a <<Chicago or Illinois>> CARES partner organization that is currently hosting classes. You will receive a call to discuss the program, answer any questions you may have and, if you are interested, enroll you in the program.

If you would like to talk directly, please feel free to call <<INSERT NAME OF PROVIDER CONTACT>> at <<PHONE NUMBER>> between <<INSERT HOURS>> on <<INSERT DAYS>> or <<EMAIL>>.

Sincerely,

Dr. <<PHYSICIAN LAST NAME>>

[CLICK HERE TO ACCESS THE LETTER](#)

# RECRUITMENT SCRIPTS

## EMAIL, PHONE AND TEXT

### NATIONAL DIABETES PREVENTION PROGRAM: SCRIPTS FOR PROSPECTIVE PARTICIPANT OUTREACH



Below is guidance to enroll prospective participants in the National Diabetes Prevention Program. Providers should feel free to copy content directly for written communications and customize the language as you see fit to feel authentic to your organization or voice.

*Note: If possible, email the potential participant first to let them know a call will be coming to verify the validity of the call. If the individual does not answer, leave a message. Follow-up on calls and text messages via email.*

#### OUTREACH EMAIL / MYCHART MESSAGE

Hi [name of potential participant]. My name is [x]. I am a [role] at [provider location] and I received your contact information from [source – e.g., "our patient database"].

I want to give you a call to discuss the FREE [virtual/in-person/hybrid] National Diabetes Prevention Program classes being offered with support from the Illinois CARES to Prevent Diabetes program, starting [date] at [program organization]. The program has a few open spots, and we feel that you would be a great fit for their class!

We truly believe that these classes could support you on the journey to a healthier lifestyle.

Feel free to email me back to sign up or with any questions! I will give you a call soon to see if we can connect to discuss the program.

Sincerely,

[Name]  
[Organization Name]  
[Phone Number]

For more information, visit [IllinoisCARESDPP.org](http://IllinoisCARESDPP.org) or our sister organization on Facebook or Twitter at [@ChicagoCARESDPP](https://www.facebook.com/ChicagoCARESDPP)



#### PHONE SCRIPT

Hi [name of potential participant]. My name is [x]. I am a [role] at [provider location] and I received your contact information from [source – e.g., "our patient database"].

I am calling to follow up about the FREE National Diabetes Prevention Program classes being offered with support from the Illinois CARES to Prevent Diabetes program, starting [date] at [program organization]. The program has a few open spots, and we feel that you would be a great fit for their class! I am calling because, as your healthcare provider, I believe these FREE [virtual/in-person/hybrid] classes can support you on the journey to a healthier lifestyle.

Do you have a minute to learn more about how these classes can help you avoid type 2 diabetes?

*Note: If the individual has already been diagnosed with type 2 diabetes, they are not eligible for the program. Please ask if they might have a loved one who would be interested.*

#### [Scenario #1 – YES to original prompt]

Type 2 diabetes can be avoided through small lifestyle changes like learning how to manage stress, eat healthier, and be more active in your daily routine like walking or dancing!

● **[Option 1 – Refer to NDPP Provider for registration]:** I'd like to refer you to our partners at [NDPP provider organization] who can tell you more information about the program. May I share your information with them?

● **[Option 2 – Work to register participant on the phone]:** Through the National Diabetes Prevention Program, you will have access to:

- [name of coach] from [class organization], your personal coach
- Other participants working towards the same goals;
- 26 one-hour sessions throughout the year to help keep you on track; and
- Tools to support your journey like [list technical support or other incentives].

To date, the National Diabetes Prevention Program has helped over 500 people in Chicago manage their health and join a supportive community of like-minded people, that's why we highly encourage eligible patients like yourself to join. If you're interested in hearing from past participants, their website, [chicagocaresdpp.org](http://chicagocaresdpp.org), contains testimonials from people eager to share their experience with the program.

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The class will meet [virtual/in-person/hybrid] on [class times/cadence]. Are you interested in signing up?

→ **[Scenario #1A – YES]:** Great! We are excited you will be joining our program. [Sign up participant while on the phone]

→ **[Scenario #1B – NO]:** We understand you're busy and you might feel like you can't make this a priority, but this free [virtual/in-person/hybrid] class will help you make small changes that will have a big impact on your health. As your healthcare provider, we are concerned about your risk for developing diabetes and hope to introduce you to additional resources that would support you in taking charge of your health to avoid the hassle of pills and needles that most individuals with diabetes face. The class will meet [virtual/in-person/hybrid] on [class times and cadence]. They will also provide [list technical support or other incentives].

● **[Scenario #1B1 – If YES]:** Great! We are excited you will be joining the Diabetes Prevention class. [Sign up participant while on the phone]

● **[Scenario #1B2 – If NO continues]:** Ok, thank you for your time. If you'd like more time to think about it, can I follow-up with you on [date] to check in?

#### [Scenario #2 – NO to original prompt]

● We understand you're busy and you might feel like you can't make this a priority, but this free [virtual/in-person/hybrid] class will help you make small changes that will have a big impact on your health. As your healthcare provider, we are concerned about your risk for diabetes and seek to introduce you to additional resources that would support you in taking charge of your health to avoid the hassle of pills and needles that most individuals with diabetes face. Through the National Diabetes Prevention Program, you will have access to:

- [name of coach] from [class organization], your personal coach
- Other participants working towards the same goals;
- 26 one-hour sessions throughout the year to help keep you on track; and
- Customized tools to help your journey, like a scale.

The class will meet [virtual/in-person/hybrid] on [class times and cadence]. They will also provide [list technical support or other incentives]. Are you interested?

The class will meet [virtual/in-person/hybrid] on [class times/cadence]. Are you interested in signing up?

→ **[Scenario #2 – YES]:** Great! We are excited you will be joining the Diabetes Prevention class. [Sign up participant while on the phone]

→ **[Scenario #2 – NO]:** Ok, thank you for your time. If you'd like more time to think about it, can I follow-up with you on [date] to check in?

Please let me know if you have any other questions about the National Diabetes Prevention Program through Illinois CARES to Prevent Diabetes or if you know anyone who may also be interested in joining.

Have a great day!

For more information, visit [IllinoisCARESDPP.org](http://IllinoisCARESDPP.org) or our sister organization on Facebook or Twitter at [@ChicagoCARESDPP](https://www.facebook.com/ChicagoCARESDPP)



CLICK HERE TO ACCESS THE SCRIPTS

# PARTICIPANT AWARENESS FLYER

## ENGLISH



**ILLINOIS CARES**  
TO PREVENT DIABETES

**1 in 3 adults living in the U.S. has prediabetes – but most don't know it.**

**What is prediabetes?**  
Prediabetes is a condition in which blood glucose levels are higher than normal but not high enough to be diagnosed as type 2 diabetes.

**What can you do about prediabetes?**  
If you are diagnosed with prediabetes, there are preventive treatment options to help you avoid type 2 diabetes, needles, and pills.

**GET TESTED FOR PREDIABETES TODAY.**  
Then talk with your doctor and ask about the free National Diabetes Prevention Program.

**For more information, visit:**  
[IllinoisCARESDPP.org](http://IllinoisCARESDPP.org)

**Could you have prediabetes?**  
**ARE YOU:**


- ✔ Over 35-years old?
- ✔ Overweight?
- ✔ Have a family history of type 2 diabetes?
- ✔ Are physically active fewer than 3 times per week?
- ✔ Have high blood pressure?
- ✔ Have ever had gestational diabetes or given birth to a baby who weighs more than 9 pounds?

Visit our sister organization on Facebook or Twitter at [@ChicagoCARESDPP](https://www.facebook.com/ChicagoCARESDPP)

This flyer was developed by the Illinois Public Health Institute with support from the Illinois Department of Public Health and the Centers for Disease Control and Prevention.



## SPANISH



**ILLINOIS CARES**  
TO PREVENT DIABETES

**Uno de cada tres adultos que vive en los Estados Unidos tiene prediabetes y aún no lo sabe – tú podrías ser uno de ellos.**

**¿Qué es la prediabetes?**  
Tener prediabetes significa que tu nivel de glucosa en la sangre (azúcar) está más alto de lo normal, pero aún no tan alto para ser diagnosticado como diabetes tipo 2.

**¿Qué puedo hacer sobre la prediabetes?**  
Si te diagnostican con prediabetes, existen opciones de tratamiento preventivo para ayudarte a evitar la diabetes tipo 2, las agujas y las pastillas.

**HAZTE LA PRUEBA DE PREDIABETES HOY.**  
Luego, habla con tu médico y pregunta sobre el programa nacional gratuito de Prevención de la diabetes de Chicago CARES.


**¿Podrías tener prediabetes?**

- ✔ ¿Tienes más de 45 años?
- ✔ ¿Tienes exceso de peso?
- ✔ ¿Tienes historial familiar de la diabetes tipo 2?
- ✔ ¿Estás físicamente activo menos de tres veces por semana?
- ✔ ¿Tienes presión alta?
- ✔ ¿Tuviste diabetes en un embarazo (diabetes gestacional) o diste a luz a un bebé que pesó más de nueve libras?

Visita [IllinoisCARESDPP.org](http://IllinoisCARESDPP.org) para obtener más información.

Visita nuestra organización hermana en Facebook o Twitter en [@ChicagoCARESDPP](https://www.facebook.com/ChicagoCARESDPP)

Este folleto fue desarrollado por el Instituto de Salud Pública de Illinois con el apoyo del Departamento de Salud Pública de Illinois y los Centros para el Control y la Prevención de Enfermedades.



[CLICK HERE TO ACCESS THE FLYERS](#)

# PARTICIPANT RECRUITMENT FLYER

## ENGLISH

**ILLINOIS CARES**  
TO PREVENT DIABETES

**You can live with type 2 diabetes, needles, and pills – but do you want to?**

**If you have prediabetes, the free Illinois CARES National Diabetes Prevention Program can help.**

Through the Illinois CARES National Diabetes Prevention Program, you'll take small, manageable steps that add up to lasting lifestyle changes to prevent or delay type 2 diabetes. The Centers for Disease Control and Prevention (CDC) developed the curriculum to help you to make a commitment to improving your health.

**YOU WILL LEARN TO:**

- Increase physical activity
- Increase nourishing food options
- Manage stress
- Overcome challenges to help you make lifestyle changes

If you are ready to start making healthy changes, ask your doctor about the **FREE Illinois CARES National Diabetes Prevention Program.**

For more information, visit [IllinoisCARESDPP.org](http://IllinoisCARESDPP.org) or our sister organization on Facebook or Twitter at [@ChicagoCARESDPP](https://www.facebook.com/ChicagoCARESDPP)

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This flyer was developed by the Illinois Public Health Institute with support from the Illinois Department of Public Health and the Centers for Disease Control and Prevention.

## SPANISH

**ILLINOIS CARES**  
TO PREVENT DIABETES

**Puedes vivir con la diabetes tipo 2, con agujas y pastillas, pero ¿realmente quieres?**

**Si tienes prediabetes, el Programa Nacional gratuito de Prevención de la Diabetes de Illinois CARES puede ayudarte.**

A través del Programa Nacional de la Diabetes (DPP) de Illinois CARES, tomarás pasos pequeños y manejables que resultaran en cambios de estilo de vida duraderos para prevenir o retrasar la diabetes tipo 2. Los Centros para el Control y la Prevención de Enfermedades (CDC) desarrollaron el programa para ayudarte a comprometerte a mejorar tu salud.

**APRENDERÁS A:**

- Incrementar la actividad física
- Comer más sano
- Manejar el estrés
- Superar los desafíos para ayudarte a realizar cambios en tu estilo de vida

Si estás listo/a para comenzar a hacer cambios saludables, pregúntale a tu médico sobre el **Programa gratuito de Prevención de la Diabetes de Illinois CARES.**

Para obtener más información, visita [IllinoisCARESDPP.org](http://IllinoisCARESDPP.org) o nuestra organización hermana en Facebook o Twitter en [@ChicagoCARESDPP](https://www.facebook.com/ChicagoCARESDPP)

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