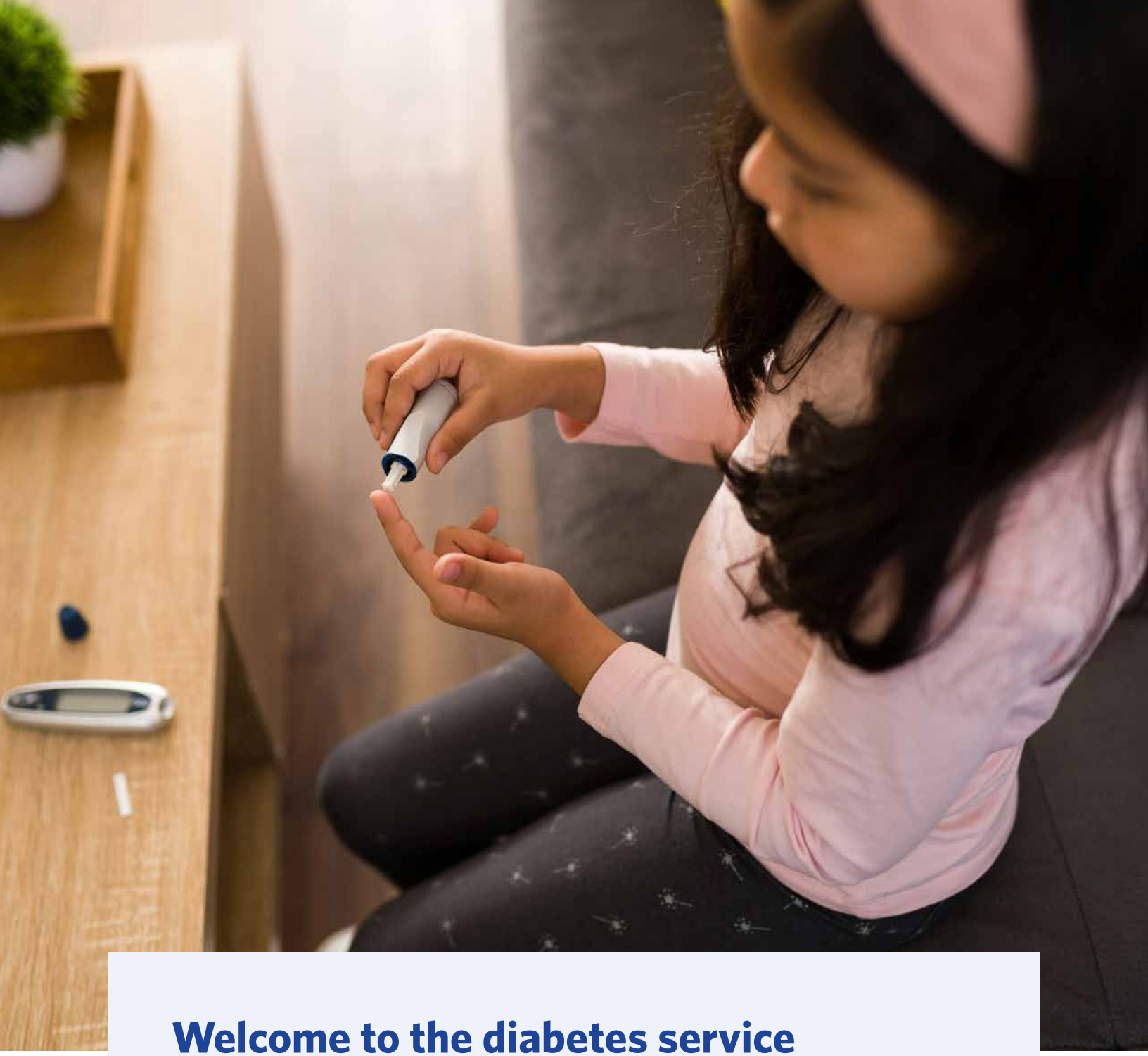
Important health information

dell children's Health Plan



Welcome to the diabetes service coordination program!

Our service coordination program connects people with diabetes to resources and information to help manage the condition.

We help connect you with doctors, resources, education, benefits and other services. We hope you find this information helpful, and thank you for being a Dell Children's Health Plan member!

Important contact information

24-hour Nurse HelpLine Call **1-855-712-6700** 24 hours a day, 7 days a week, 365 days a year to talk to a nurse.	**Call 1-855-712-6700**
Service Coordination Call **512-324-3015** or toll-free **1-844-564-5212 (TTY 7-1-1)** and ask to speak to a service coordinator. Service coordinators are available Monday through Friday from 8 a.m. to 5 p.m. Central time. You can also leave a private voicemail or email **dchp-CM@ascension.org.**	**Call 512-324-3015 or toll-free 1-844-564-5212 (TTY 7-1-1)**
Member Services Call **1-855-921-6284 (TTY 7-1-1),** Monday through Friday, 8 a.m. to 6 p.m. for questions about your benefits or for help finding a provider or pharmacy.	**Call 1-855-921-6284 (TTY 7-1-1)**
Pharmacy Call **1-855-921-6284 (TTY 7-1-1),** Monday through Friday, 8 a.m. to 6 p.m. for questions about prescriptions or for help finding a pharmacy.	**Call 1-855-921-6284 (TTY 7-1-1)**
What to do in an emergency **If you have an emergency, you should call 9-1-1 or go to the nearest hospital emergency room right away.** For urgent care, you should call your child's primary care provider even on nights and weekends. They will tell you what to do. If you call the primary care provider's office when it's closed, leave a message with your name and a phone number where you can be reached. Someone should call you back within 30 minutes to tell you what to do. Call us to find an urgent care clinic near you. Or call our 24-hour Nurse HelpLine 7 days a week at **1-855-712-6700 (TTY 7-1-1)** for advice anytime, day or night.	**Call 9-1-1 in an emergency or call our 24-hour Nurse HelpLine 1-855-712-6700 if you need advice.**
Extra help getting a ride* Call **1-844-867-2742 (7-1-1)** or call Member Services at **1-855-921-6284 (TTY 7-1-1)** Monday through Friday, 8 a.m. to 5 p.m. Central time, except for state-approved holidays. *Restrictions and limitations apply.	**Call 1-844-867-2742**

Dell Children's Health Plan member rewards

Did you know? Members can get gift cards for getting a diabetes screening and getting a glucose level Hba1c less than 8!

- $20 gift card for receiving diabetes screening—one time reward
- $20 gift card for diabetes maintenance, achieving a glucose level HbA1c less than 8—up to two times per year

Dell Children's Health Plan resources

You can find provider directories, our provider search tool and your member handbook on our website at **DellChildrensHealthPlan.com.**

To find an urgent care facility near you, go to our website **DellChildrensHealthPlan.com** and select **"After-hours and urgent care locations"** from the member menu. You can also call Dell Children's Health Plan's 24-hour Nurse HelpLine at **1-855-712-6700** or your primary care provider if you are unsure if you need urgent care.

Visit our Health Library for more information about diabetes and other conditions at **healthlibrary.ascensioncaremanagement.com.**

For a current list of Dell Children's Health Plan events and other information, follow us on Facebook at **facebook.com/DellChildrensHealthPlan.**

Go to **diabetes.org** to learn more about diabetes in children.

Check out **sesamestreetincommunities.org** for more information, action plans, videos and interactive activities.

What is blood sugar (glucose) monitoring?

Blood sugar levels give you information about how well your diabetes is under control. They also tell you how well your plan of diet, exercise and medicine is working. Keeping your blood sugar levels near normal may reduce or prevent your risk for problems (complications).

How can blood sugar levels be checked?

Checking blood sugar levels regularly is very important in good diabetes management. Most methods of blood sugar monitoring need a blood sample. Blood sugar monitoring can be done at home with a variety of devices. A small device called a glucose meter or glucometer measures how much sugar is in the blood sample.

What are healthy blood sugar level ranges?

The American Diabetes Association (ADA) advises a before-meal (preprandial) plasma glucose level of 80mg/dL to130 mg/dL. The ADA has set the after-meal (postprandial) plasma glucose level of less than 180 mg/dL.

These are the most common symptoms of high blood sugar (hyperglycemia). Each person's symptoms may be different. And in some cases there may be no symptoms at all.
Symptoms may include:

- Quick, unexplained weight loss
- Feeling sick
- Intense thirst
- Increased urination
- Vomiting
- Severe tiredness (fatigue)
- Blurred vision
- Fainting

These are the most common symptoms of low blood sugar (hypoglycemia). Each person's symptoms may be different.
Symptoms may include:

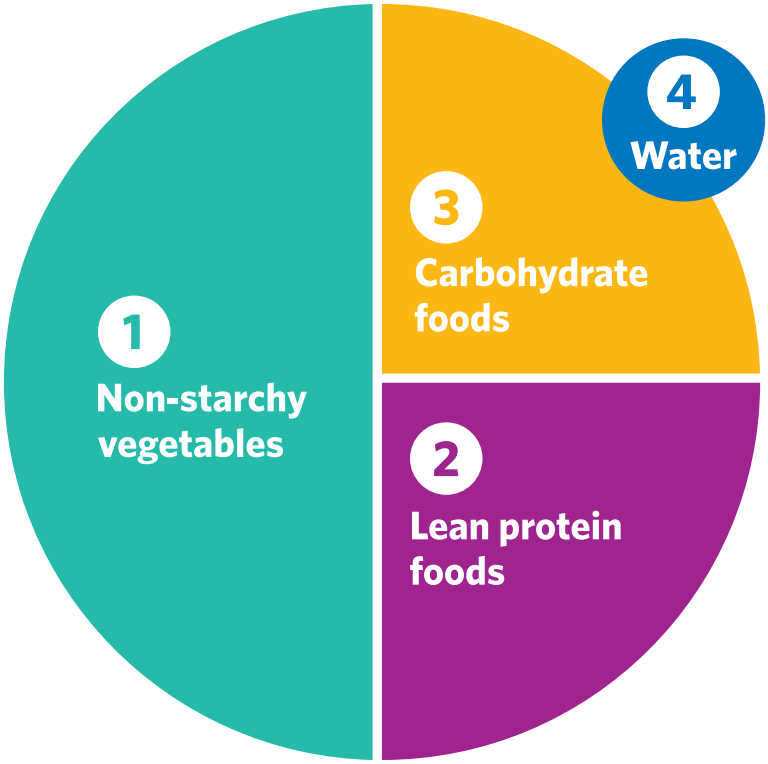
- Hunger
- Fatigue
- Shakiness
- Headaches
- Confusion
- Dizziness
- Sudden moodiness or behavior changes
- Sweating
- Fast heartbeat
- Pale skin color

Sometimes none of these warning symptoms appear before a person loses consciousness from low blood glucose. The loss of the ability to sense low blood sugar is called hypoglycemia unawareness.

Source: Glucose Monitoring Devices (*ascensioncaremanagement.com*)

Check out the Diabetes Plate Method

The Diabetes Plate Method is the easiest way to create healthy meals that can help manage blood sugar. Using this method, you can create perfectly portioned meals with a healthy balance of vegetables, protein and carbohydrates—without any counting, calculating, weighing or measuring. All you need is a plate!



1 Fill half your plate with non-starchy vegetables.

Non-starchy vegetables are lower in carbohydrates, so they do not raise blood sugar very much. They are also high in vitamins, minerals and fiber, making them an important part of a healthy diet. Filling half your plate with non-starchy vegetables means you will get plenty of servings of these superfoods.

2 Fill one quarter of your plate with lean protein foods

Foods high in protein such as fish, chicken, lean beef, soy products and cheese are all considered "protein foods." Protein foods (especially those from animal sources) usually contain saturated fat, which may increase your risk of heart disease. Lean proteins are lower in fat and saturated fat, making them a healthier choice. Keep in mind that some plant-based protein foods (like beans and legumes) are also high in carbohydrates.

3 Fill one quarter of your plate with carbohydrate foods

Foods that are higher in carbohydrate include grains, starchy vegetables, beans and legumes, fruit, yogurt and milk. These foods have the greatest effect on blood sugar. Limiting your portion of carbohydrate foods to one quarter of your plate can help keep blood sugars from rising too high after meals.

4 Choose water or a low-calorie drink

Water is the best choice because it contains no calories or carbohydrates.

Source: What is the Diabetes Plate Method? (*diabetesfoodhub.org*)

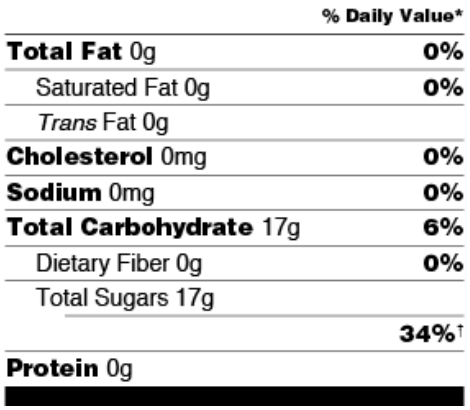
Understanding food nutrition labels

Learning how to understand and use the Nutrition Facts label can help you make healthier eating choices and identify nutrient-dense foods for a healthy diet. Here are some tips from the American Heart Association for making the most of the information on food labels.

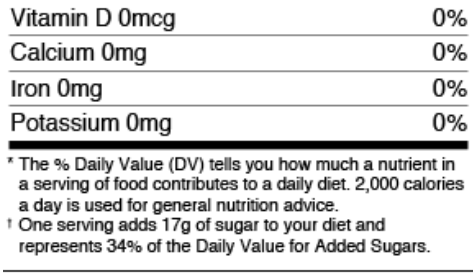
1. Start with the serving information at the top. This will tell you the size of a single serving and the total number of servings per container (package).

2. Next, check total calories per serving and container. Pay attention to the calories per serving and how many calories you're really consuming if you eat the whole package. If you double the servings you eat, you double the calories and nutrients.

3. Check key nutrients and understand what you're looking for. Not all fats are bad, and total sugars can include both natural and added sugars. Limit the amounts of added sugars, saturated fat and sodium you eat and avoid trans fat.



4. Make sure you get enough of the nutrients your body needs, such as: calcium, choline, dietary fiber, iron, magnesium, potassium, and vitamins A, C, D and E.



Source: 2015-2020 Dietary Guidelines for Americans Understanding Food Nutrition Labels (*heart.org*)