# PART C, CHAPTER 6.4.a: DIABETES SELF-MANAGEMENT EDUCATION BVI-PROVIDED SERVICES

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| **Policy Number** | **Authority** | **Scope** | **Effective Date** |
| Part C, Chapter 6.4.a | N/A | All TWC-VR staff | 9/3/2024 |

## PURPOSE

In accordance with the authority (Federal and State) listed above, this policy is issued by the Texas Workforce Commission Vocational Rehabilitation Division (TWC-VR). Adherence to these rules and regulations issued under the Rehabilitation Act of 1973, as amended by Title IV of the Workforce Innovation and Opportunity Act (WIOA), supports Texans with disabilities in gaining, maintaining, and advancing in competitive integrated employment (CIE).

Specifically, the purpose of this policy and these procedures is to ensure adherence to the provision of diabetes education services for blind and visually impaired (BVI) TWC-VR customers.

## DEFINITIONS

Bilateral Contractor: A service contractor that agrees to specific duties or deliverables under the terms of a contract with TWC-VR.

Diabetes Educator: Individuals trained in diabetes care and education who collaborate to assist the customer with developing personal strategies to manage their diabetes. They have expert knowledge in diabetes medications, diabetes technologies, and lifestyle behaviors, and provide motivation and support to encourage self-management modifications.

Diabetes Self-Management Education: Provides knowledge and skills training and to help identify barriers, facilitate problem solving, and develop coping skills to achieve effective self-care and behavioral modifications.

Diabetes Skills Training: Provides information, resources, and personalized strategies to help the customer better manage their diabetes.

Informed Choice: The means by which a customer chooses their rehabilitation path, from options based on their needs and circumstances and the TWC-VR rules, as it relates to choosing diabetes education services and the providers of those services.

Initial Assessment: An evaluation of the customer’s current knowledge, resources, and support; education plan is developed and recommendations for adaptive diabetes equipment are provided.

Post-Training Assessment: Reinforces the self-care advice and assistive devices for diabetes management and outlines any challenges in maintaining diabetes self-care; specifically advises on what the customer gained from the final training visit and assesses whether the customer will be able to self-manage at structured training programs.

## POLICY

### General Overview

Diabetes self-management education (DSME) services are designed to empower individuals with diabetes to effectively manage their condition. These services provide patients with the knowledge, skills, and confidence to take control of their diabetes care. The primary goal is to improve health outcomes and quality of life by teaching patients how to manage their diabetes on a day-to-day basis.

TWC-VR ensures that blind or visually impaired (BVI) customers have customized diabetes self-management education services tailored to their unique needs. The Diabetes Program Specialist and/or contracted diabetes education providers specialize in working with people with disabilities in providing techniques, training, and adaptations that are considerate of both their diabetes and their vision loss.

Key components of DSME services include—

* Individualized assessments;
* Nutritional guidance;
* Diabetes education;
* Medication management;
* Monitoring blood glucose levels
* Physical Activity
* Reducing Risks;
* Behavioral and Psychological Support; and
* Employment supports and accommodation needs.

### DSME Services Parameters

DSME services begin with an Assessment of Diabetes Self-Management, which—

* Must not exceed two hours;
* Must be held for each customer individually;
* May be conducted before or after eligibility is determined; and
* Is provided in person with the trainer and customer at the same location; and
* May be completed in person, by phone, or by video conferencing.

The following Diabetes Skills Training topics must be provided in person with the trainer and customer at the same location:

* Equipment training (whether purchased by TWC-VR or using comparable benefits);
* The first hour of healthy eating;
* The first hour of discussing patterns and trends;
* The first half hour of being active;
* The first quarter hour of foot care;

Once the initial in-person time on that topic is met, additional teaching for review or reinforcement may be provided, along with other training topics, and may be completed in person, by phone, or by video conference. Diabetes Skills Training may include the following:

* Introduction to diabetes or prediabetes;
* Healthy coping;
* Taking medication;
* Reducing risk;
* Problem solving;

Diabetes educators must use the talking blood-glucose meter recommended by the TWC-VR State Office Diabetes Program Specialist to—

* Assess the customer's glucose (blood sugar) level;
* Assess the customer's understanding of how to check blood sugar properly; and
* Provide skills training to the customer.

If the diabetes educator recommends using a different type of talking meter, the TWC-VR Diabetes Program Specialist must authorize the purchase before the equipment is purchased and skills training occurs.

### Standards for Providers (SFP)

The SFP manual focuses on the business practices, processes, and policies that TWC-VR and the contracted provider must follow. This VRSM chapter includes services that are provided by a contractor. For additional information regarding contractor responsibilities, service descriptions and costs, please refer to the SFP Chapter 7: DSME Services.

### Additional Policy Considerations

* Comparable Services and Benefits: DMSE services are exempt from the requirement to secure comparable services and benefits prior to TWC-VR expending funds.
* Customer Participation in the Cost of Services: DMSE services are exempt from applying Basic Living Requirements (BLR) and, therefore, the customer is not required to participate in the cost of services.
* Recipients of Social Security Disability Benefits: Recipients of Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI), due to the customer’s disability, are exempt from the requirement to participate in the cost of TWC-VR services regardless of income.
* Exceptions to Policy: When necessary to meet the VR needs of a customer, TWC-VR staff members may request exceptions to policies and procedures through their chain of management up to the Deputy Division Director of Field Services Delivery, or designee. However, exceptions to policies and procedures based on Federal and State laws, statutes, and rules or regulations are not allowable.

## PROCEDURES

### Determining the Need for Contracted DSME Services

TheVR Counselor or OIB Worker and the customer may determine that DSME services are necessary for customers who—

* Are newly diagnosed;
* Need surgery or a medical procedure and are at risk of further complications because of poor diabetes management;
* Are unable to maintain employment because of their diabetes;
* Need additional training about diabetes management after losing their sight;
* Must self-manage diabetes for admittance to training programs and for full participation in training such as that offered by the Criss Cole Rehabilitation Center;
* Cannot benefit from community-based educational programs; and/or
* Have unique needs that cannot be met through medical providers paid through the Maximum Affordable Payment Schedule (MAPS).

### Adaptive Diabetes Equipment and Supplies

The VR Counselor must obtain written recommendation before purchasing adaptive equipment. The recommendation must also include who is to provide training on the equipment. Examples of equipment and supplies include, but are not limited to, the following:

* Talking Glucose Meters;
* Continuous Glucose Monitors;
* Adaptive Insulin Pens; and
* Insulin Cooling Cases.

TWC-VR does not purchase insulin pumps for the medical management of diabetes.

### DSME Referral and Service Provision

When the VR Counselor or OIB Worker and customer agree to the receipt of DSME services, the services are included in the Individualized Plan for Employment (IPE) or IPE amendment. The VR Counselor can approve up to 12 hours of training to be provided in-person or virtually by the chosen provider.

The VR Counselor must—

* Complete the *Referral for Provider Services (VR5000)* indicating why the customer is referred for diabetes education assessment and describe issues and/or questions that are to be addressed in the educator’s report;
* Ensure, with the diabetes educator, that the education and support plan on the *Diabetes Self-Management Education Assessment (VR2888)* isappropriate and based on the customer’s—
  + Age;
  + Type of diabetes (1 or 2);
  + History of diabetes;
  + Cultural influences;
  + Learning abilities; and
  + Disability.
* Review the *VR2888,* approve the purchase of the recommended equipment or supplies, as well as the *Diabetes Pre- and Post-Assessment* *(VR2901)*;
* Review the *Diabetes Self-Management Educator Notes (VR2884)* anddocumentation of what was taught, what the customer gained from the instruction, and any barriers or gaps in knowledge;
* Review the *Diabetes Self-Management Education Services Adaptive Diabetes Equipment Receipt (VR2889);*
* Review the *Diabetes Self-Management Education Post-Training Assessment (VR2900)*;
* Ensure that the invoices are paid.

The contractor—

* For the Initial Assessment of Diabetes Self-Management, the diabetes educator must—
  + Develop a written education and support plan in the Overall Recommendations section of the *VR2888,* including a response to the issues and questions communicated b*y* theVR Counselor or OIB Worker;
  + Complete the assessment of the customer’s ability to manage diabetes and make recommendations for training equipment, and services using the *VR2888*, within 35 days of completion of the assessment; and
  + Complete the initial assessment portion of the *VR2901*.
* For Diabetes Skills Training, the diabetes educator must—
  + Provide all diabetes skills training into one- to two-hour segments; if a segment is less than two hours, document on the *VR2884*, in the “Observations and Comments” section how this meets the customer’s individual needs;
  + Within 35 calendar days of the date the service is provided, including initial assessment, skills training, and post-training assessment, document each two-hour skills training on the *VR2884*.
* If the DSME services include providing the customer with a talking blood-glucose meter or other diabetes equipment, the diabetes educator must—
  + Coordinate receipt of the equipment with the local field office that purchased the service;
  + Submit the *VR2889*;
  + Deliver the equipment or supplies to the customer;
  + Have the customer sign the *VR2889* to acknowledge receipt of equipment or supplies;
  + Fill out the manufacturer's warranty card by mail or online; and
  + Document on the *VR2889* that the warranty card has been submitted.
* For Post-Training Assessment, the diabetes educator must—
  + Conduct post-training assessment no sooner than 30 calendar days after the skills training is complete;
  + Submit within 35 calendar days of completion of the post-training assessment—
    - *Diabetes Self-Management Education Post-Training Assessment (VR2900)*
  + Document the customer’s progress using post-assessment fields on the same *VR2901* that was submitted with the initial assessment; and
  + Maintain documentation of all conversations that they have had with the VR Counselor, the OIB Worker, and other TWC-VR staff about customers to whom that provider is serving.

### Customer’s Satisfaction

The customer's satisfaction and service delivery are verified by the VR Counselor, OIB Worker, or by a TWC-VR staff member’s contact with the customer, documented in a case note.

### DSME Payment

Payment for DSMEservices is made to the contractor when the VR Counselor or OIB Worker approves a complete, accurate, signed, and dated—

* For Assessment of Diabetes Self-Management—
  + *VR2888*
  + *VR2901*; and
  + The invoice.
* For Diabetes Skills Training—
  + *VR2884*;
  + *VR2889* (when applicable); and
  + The invoice.
* For Post-Training Assessment—
  + *VR2900*;
  + *VR2901*; and
  + The invoice.

## APPROVALS & CONSULTATIONS

TWC-VR staff must follow the following approvals and consultations:

* *Diabetes Program Specialist approval is required for purchases of a talking meter other than the currently recommended/approved device.*
* *VR Supervisor approval is required for more than 12 hours of diabetes skills training.*
* *VR Director approval is required for any request to change Diabetes Self-Management Education Contracted Services policy and procedures, using the Contracted Service Modification Request form (VR3472) prior to changes being implemented.*

## REVIEW

The Policy Planning and Statewide Initiatives Team, or designee, is responsible for reviewing this policy and these procedures and will update the Document History log if necessary.

| Date | Type | Change Description |
| --- | --- | --- |
| 9/3/2024 | New | VRSM Policy and Procedure Rewrite |