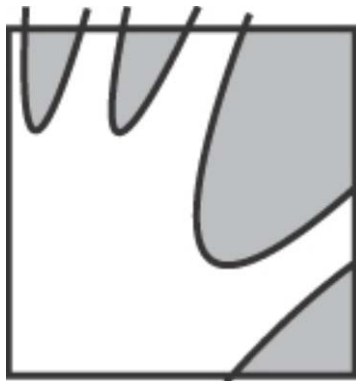


Indiana Chronic Disease Management Program Call scripts

Congestive Heart Failure & Diabetes Mellitus



Indiana Chronic Disease Management Program (ICDMP)
Call One – Initial Assessment for Congestive Heart Failure/Diabetes Mellitus

Question	Possible Answers
<p>Hello, may I please speak to [[member’s name]]?</p> <p>Hi [[member’s name]], this is [[Care Coordinator’s name]]. I am a Care Coordinator with the Indiana Chronic Disease Management Program. This program is a free added benefit to your Medicaid Select health insurance. We offer a free educational program to ensure you are receiving the best medical care and to help you make informed decisions about your healthcare.</p> <p>What we would like to do today is ask you a few questions and mail you free educational materials about your health. The questions will take just a few minutes. Can we get started?</p>	<p>Continue – go to HIPAA Not Sure – go to Not sure Refuses to participate – go to 2000</p>
<p>Not sure. The goal of our program is to reach out, offer this free benefit, and help people better self-manage their chronic disease. We ask some questions pertaining to your health and, based on your answers, we will mail you free educational materials. Could we get started?</p> <p>[[Care Coordinator: If member asks about the specific diseases, please list our covered diseases. Do not discuss member’s specific diagnoses until after you have verified dob/address/4 digits of SS# for HIPAA]]</p>	<p>Continue – go to HIPAA Refuses to participate – go to 2000</p>
<p>HIPAA. I need to verify your address, date of birth, or the last 4 digits of your SS#. [[Verify phone number if inbound call]]</p>	<p>Discussed – go to NCM_contact?</p>
<p>NCM_contact? [[NCM Members ONLY: Has this member been contacted by a nurse care manager from our program?]]</p>	<p>Yes NCM Contact – go to Mini_diabetes No NCM Contact– go to 1a [page 4]</p>
<p>Mini_diabetes. Have you ever been told you have sugar diabetes?</p>	<p>Yes – go to Mini_foot No – skip to Mini_CHF</p>
<p>Mini_foot. At your last visit to see your doctor or nurse, did someone ask you to take off your shoes and socks to check your feet?</p>	<p>Yes – go to Mini_foota No – go to Mini_foota</p>
<p>Mini_foota. Having your feet checked at every visit is important. We suggest you ask your doctor to check your feet at each visit.</p>	<p>Discussed – go to Mini_doc_aspirin</p>
<p>Mini_doc_aspirin. Has your doctor or nurse told you that you should take an aspirin every day?</p>	<p>Yes – go to Mini_takes_aspirin No – go to Mini_takes_aspirin</p>
<p>Mini_takes_aspirin. Do you take an aspirin every day?</p>	<p>Yes – go to Mini_CHF No – go to Mini_CHF</p>
<p>Mini_CHF. Have you ever been told you have “heart failure” or a heart condition for which you take water pills?</p>	<p>Yes – go to Mini_scale No – skip to Mini_HeartAttack</p>

Mini_scale. Do you have a scale for weighing yourself in your home?	Yes – go to Mini_wt_check No – go to Mini_wt_check
Mini_wt_check. Do you check your own weight?	Yes – go to Mini_wt_freq No – skip to Mini_wt_goal
Mini_wt_freq. How often do you check your weight?	Every day Every other day Every 3-7 days Less than weekly All answers go to Mini_wt_goal
Mini_wt_goal. Have you and your doctor or nurse decided what weight is ideal for you?	Yes – go to Mini_wt_text No – go to Mini_wt_text
Mini_wt_text. [[free text for previous response on weight goal]]	Free text - go to Mini_HeartAttack
Mini_HeartAttack. Have you ever had a heart attack?	Yes Heart Attack –go to Mini_Angina No – go to Mini_Angina
Mini_Angina. Have you ever had chest pain that your doctor said was “angina”?	Yes Angina – go to Mini_Stroke No – go to Mini_Chestpain
Mini_Chestpain. Have you ever had chest pain that your doctor said was caused by ‘heart disease’ or ‘coronary disease’?	Yes Chest Pain – go to Mini_Stroke No – go to Mini_Stroke
Mini_Stroke. Have you ever had a stroke?	Yes Stroke– go to Mini_NearStroke No – go to Mini_NearStroke
Mini_Nearstroke. Have you ever been told that you had any of the following: a “minor stroke”, a “mini stroke”, or a “small stroke”?	Yes Near Stroke – go to Mini_TIA No – go to Mini_TIA
Mini_TIA. Sometimes a near stroke is called a “T.I.A.” Have you ever been told that you had a “T.I.A.”?	Yes TIA – go to Mini_LegPain No – go to Mini_LegPain
Mini_LegPain. Have you ever had pain or difficulty in your legs that your doctor said was caused by problems with your “arteries” or “blood vessels” or “circulation”?	Yes Leg Pain – go to Mini_CVDResponses No – go to Mini_CVDResponses
Mini_CVDResponses. [[Care Coordinator – were any of the responses to the previous 7 questions “yes”?]]	Yes – go to 999 No – go to Mini_Optout
Mini_Optout. [[Care Coordinator – did the member say no to all diseases? If so, then choose opt out option, otherwise please continue]]	Continue – go to Mini_smoke Opt out – go to 3000
Mini_smoke. [[Note to Care Coordinator – please ask this question only for adults or children 12 years or older.]] Do you smoke?	Yes – go to Mini_smoke_cease No – go to Mini_exercise_a
Mini_smoke_cease. At your last visit to see your doctor or nurse, did your doctor or nurse offer to talk about ways that people can stop smoking?	Yes – go to Mini_exercise_a No – go to Mini_smoke_cease_a
Mini_smoke_cease_a. At your next visit, do your best to talk with your doctor about this. Medicaid covers certain products that can help you in quitting.	Discussed – go to Mini_exercise_a
Mini_exercise_a. I want to ask you how active you are. “Moderate” physical activities are things like brisk walking, gardening, riding a bicycle slowly, dancing, or hard work around the house or yard. If you do any physical activities that make you work as hard a brisk walking, then you are doing “moderate physical	Yes – go to Mini_exercise_b No – go to Mini_med_trouble

activity.” Do YOU do ANY moderate physical activity?	
Mini_exercise_b. How many days a week?	Numeric response - go to Mini_exercise_c
Mini_exercise_c. Would each of these days be at least 30 minutes?	Yes – go to Mini_med_trouble No – go to Mini_med_trouble
Mini_med_trouble. Have you had any trouble getting your medications?	Yes – go to Mini_med_trouble_text No – skip to Mini_self_rated
Mini_med_trouble_text. Can you tell me what the trouble was?	Free text – go to Mini_self_rated
Mini_self_rated. How would you rate your overall health compared to other people your age? Excellent, Very Good, Good, Fair, Poor	Excellent Very good Good Fair Poor All answers go to Mini_last_year
Mini_last_year. In the past year, would you say that your overall health had improved, gotten worse or stayed about the same?	Improved Gotten worse Stayed about the same All answers go to Mini_next_year
Mini_next_year. In this coming year, do you expect to need more medical help, less or about the same amount?	More Less Same amount All answers go to 20a

Diabetes Mellitus

1a. Have you ever been told you have sugar diabetes?	Yes – go to 1b No – skip to 2a
1b. Are you being treated with any pills or shots for your sugar diabetes?	Yes – go to 1bb No – go to 1bb
1bb. Do you have a blood sugar meter in your home?	Yes – go to 1c No – go to 1c
1c. Do you check your own blood sugar?	Yes – go to 1d No – Skip to Foot
1d. How often do you check it?	Once a day – go to Foot Twice a day – go to Foot 3 Times a day – go to Foot 4 Times a day – go to Foot Every other day – go to Foot Every 3-7 days – go to Foot Less than weekly – go to Foot
Foot. At your last visit to see your doctor or nurse, did someone ask you to take off your shoes and socks to check your feet?	Yes – go to Foota No – go to Foota
Foota. Having your feet checked at every visit is important. We suggest you ask your doctor to check your feet at each visit.	Discussed – go to Doc_aspirin
Doc_aspirin. Has your doctor or nurse told you that you should take an aspirin every day?	Yes – go to Takes_aspirin No – go to Takes_aspirin
Takes_aspirin. Do you take an aspirin every day?	Yes – go to 2a

	No – go to 2a
2a. Have you ever been told you have “heart failure” or a heart condition for which you take water pills?	Yes – go to 2aa No – skip to 3a
2aa. Do you have a scale for weighing yourself in your home?	Yes – go to 2b No – go to 2b
2b. Do you check your own weight?	Yes – go to 2c No – skip to Wt_goal
2c. How often do you check your weight?	Every day Every other day Every 3-7 days Less than weekly All answers go to Wt_goal
Wt_goal. Have you and your doctor or nurse decided what weight is ideal for you?	Yes – go to Wt_goal_free_text No – go to Wt_goal_free_text
Wt_goal_free_text. [[free text for previous response on weight goal]]	Free text - go to 3a
3a. Have you ever been told that you have asthma, or a lung condition like asthma?	What do you mean? – go to 3aa Yes – skip to 3b No – skip to 3d
3aa. I mean asthma, chronic bronchitis or emphysema.	Yes – go to 3b No – skip to 3d
3b. Are you being treated by a doctor for asthma or this lung condition?	Yes – go to 3c No – go to 3c
3c. Do you use a nebulizer in your home for treatments for asthma or this lung condition?	Yes – go to 3d No – go to 3d
3d. Have you ever had a heart attack?	Yes Heart Attack –go to 3e No – go to 3e
3e. Have you ever had chest pain that your doctor said was “angina”?	Yes Angina – go to 3g No – go to 3f
3f. Have you ever had chest pain that your doctor said was caused by ‘heart disease’ or ‘coronary disease’?	Yes Chest Pain – go to 3g No – go to 3g
3g. Have you ever had a stroke?	Yes Stroke – go to 3h No – go to 3h
3h. Have you ever been told that you had any of the following: a “minor stroke”, a “mini stroke”, or a “small stroke”?	Yes Near Stroke – go to 3i No – go to 3i
3i. Sometimes a near stroke is called a “T.I.A.” Have you ever been told that you had a “T.I.A.”?	Yes TIA – go to 3j No – go to 3j
3j. Have you ever had pain or difficulty in your legs that your doctor said was caused by problems with your “arteries” or “blood vessels” or “circulation”?	Yes Leg Pain – go to 3k No – go to 3k
3k. [[Care Coordinator – were any of the responses to the previous 7 questions “yes”?]]	Yes – go to 999 No – go to 3l
3l. [[Care Coordinator – did the member say no to all diseases? If so, then choose opt out option, otherwise please continue]]	Continue – go to 4a Opt out – go to 3000
4a. Do you take any medications?	Yes – go to 4b No – skip to 7a

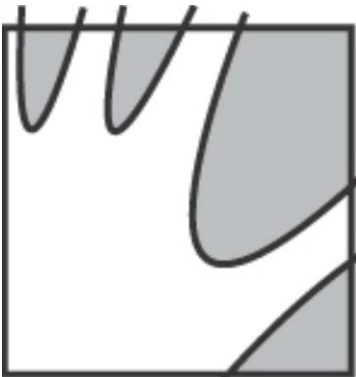
4b. Do you know the time of day when you are supposed to take each of them?	Yes – go to 5a No – go to 4c
4c. [[Space for Care Coordinator to record comments (if any) about difficulty in knowing time of day to take medicines]]	Free text – go to 5a
5a. Have you had any trouble getting your medications?	Yes – go to 5b No – skip to 6a
5b. Can you tell me what the trouble was?	Free text – go to 6a
6a. Have you ever run out of any of your medications?	Yes – go to 6b No – skip to 7a
6b. Can you tell me what caused you to run out of your medications?	Free text – go to 7a
7a. In your home, do you use any other medical equipment for a health condition?	Yes – go to 7b No – skip to 8a
7b. Please tell me what medical equipment you use.	Free text – go to 8a
8a. Do you have problems getting transportation to your doctor’s appointments?	Yes – go to 8b No – skip to 9
8b. Can you tell me about the trouble you have had getting transportation?	Free text - go to 9
9. [[Note to Care Coordinator – please ask this question only for adults or children 12 years or older.]] Do you smoke?	Yes – go to Smoke_ceil No – go to 10 NA – go to 10
Smoke_ceil. At your last visit to see your doctor or nurse, did your doctor or nurse offer to talk about ways that people can stop smoking?	Yes – go to 10 No – go to Smoke_ceil_a
Smoke_ceil_a. At your next visit, do your best to talk with your doctor about this. Medicaid covers certain products that can help you in quitting.	Discussed – go to 10
10. Does anyone in your home smoke?	Yes – go to 11 No – go to 11
11. How would you rate your overall health compared to other people your age? Excellent, Very Good, Good, Fair, Poor	Excellent Very good Good Fair Poor All answers go to 12
12. In the past year, would you say that your overall health had improved, gotten worse or stayed about the same?	Improved Gotten worse Stayed about the same All answers go to 13
13. In this coming year, do you expect to need more medical help, less or about the same amount?	More Less Same amount All answers go to Exercise_a
Exercise_a. I want to ask you how active you are. “Moderate” physical activities are things like brisk walking, gardening, riding a bicycle slowly, dancing, or hard work around the house or yard. If you do any physical activities that make you work as hard a brisk	Yes – go to Exercise_b No – go to 14a

walking, then you are doing “moderate physical activity.” Do YOU do ANY moderate physical activity?	
Exercise_b. How many days a week?	Enter numeric response - go to Exercise_c
Exercise_c. Would each of these days be at least 30 minutes?	Yes – go to 14a No – go to 14a
14a. During the past year, have you stayed in a hospital overnight?	Yes – go to 14b No – skip to 15a
14b. Why did you stay overnight?	CHF, Asthma, Childbirth, Diabetes, HIV/AIDS – go to 15a Other – go to 14c
14c. [[Note to Care Coordinator: Please enter what the “other” reason for hospitalization was.]]	Free text – go to 15a
15a. During the past 12 months, have you gone to be seen in an emergency room?	Yes – go to 15b No – skip to 16a
15b. Why did you go to the emergency room?	CHF, Asthma, Childbirth, Diabetes, HIV/AIDS, Other – all go to 15c
15c. In the past 12 months, how many times did you go to the emergency room?	Enter numeric response – go to 16a
16a. Did you get a flu shot last year?	Yes – go to 16b No – go to 16b
16b. Do you know where to go to get a flu shot this year?	Yes – go to 17a No – go to 16c
16c. Most doctors recommend flu shots for people with your condition. Please talk with your doctor about getting a flu shot.	Okay – go to 17a
17a. Who is the doctor you see most of the time?	Free text – go to 17aa
17aa. [[Note to Care Coordinator – please answer this question without asking the patient.]] In the previous question, did the patient name an individual doctor?	Yes, named the PMP – go to 17bb Yes, named someone else – go to 17b No – go to 17e
17b. When was the last time you saw your doctor? (Number of months ago) [[Note to Care Coordinator – after the assessment please check whether you can help the patient with PMP issues.]]	Enter numeric response (number of months) – go to 17c
17bb. Yes, that is your PMP doctor. When was the last time you saw her/him? (Number of months ago)	Enter numeric response (number of months) – go to 17c
17c. Do you have an appointment or know when you are supposed to see him or her again?	Yes – go to 17d No – skip to 18a
17d. When are you scheduled to see him or her again? (number of months from now)	Enter numeric response (number of months) – go to 18a
17e. [[Care Coordinator – after the assessment is completed, please offer to help the patient with PMP contact information, etc.]]	Okay – go to 18a
18a. Do you see a specialist doctor for any reason?	Yes – go to 18b No – skip to 19a
18b. Why do you see the specialist?	Free text – go to 19a

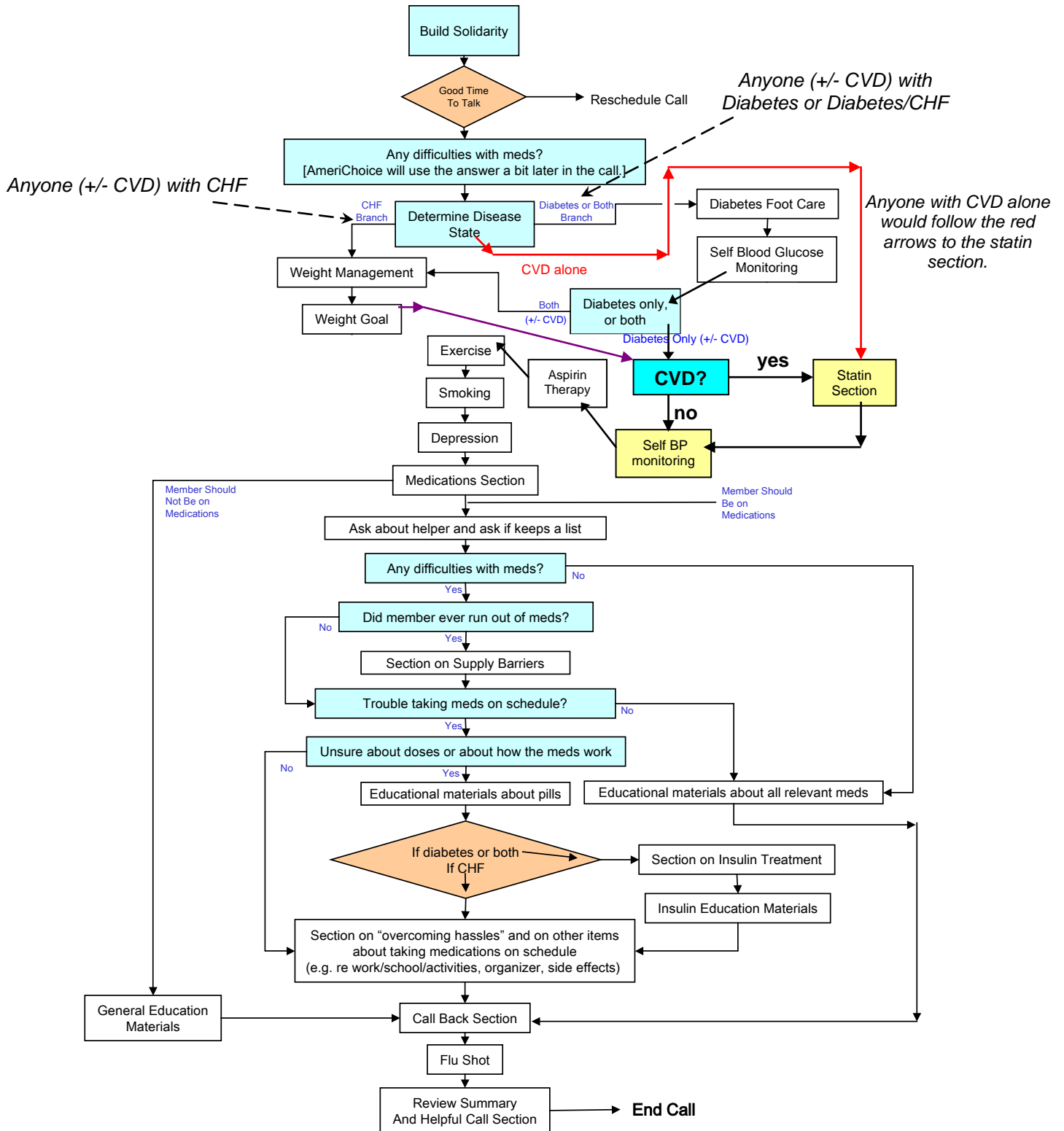
<p>19a. We will be sending you educational materials that have been developed for people with [[Care Coordinator – select appropriate disease(s)]]. These materials will include information about your condition, treatment recommendations, and things that people can do to help themselves.</p>	<p>Discussed – go to 20</p>
<p>20. We are going to call you back in about three months to ask about your health and health care and to see how we might help. When is the best time of day to call you?</p>	<p>Free text – go to 20a</p>
<p>20a. May I answer any questions that you have?</p>	<p>Yes – go to 21 No – go to 22</p>
<p>21. [[Care Coordinator – enter member’s questions in text box below]]</p>	<p>Free text – go to 22</p>
<p>22. [[Note to Care Coordinator – If you would like the assessment to end, please choose the “yes” response. If you would like to ask any of the questions again, please go back now.]]</p>	<p>Yes – go to “complete” screen</p>
<p>23. Complete</p>	

Indiana Chronic Disease Management Program

First Care Follow-up Call



Call Flow



Introduction and Solidarity Building

Responses from previous calls are available to Care Coordinator

Question	Possible Answer	Description
0a. [[Introduction and Solidarity Building by AmeriChoice, including deciding if this is a good time to talk. If you choose “stop,” please also use the reschedule function to set up a new call.]]	Proceed – Go to 0bb Stop – Go to ??	
0bb. We have talked with several thousand people. Many of the people say that they have problems getting their medicines on time or taking their medicines on time. Are you having any trouble like this?	Yes – go to 0c No – go to 0c Not supposed to be taking any medications – go to 0cc	
0cc. [[Care Coordinator – Please check the results from call #1 for the question “Do you take any medications?” If that answer was “yes,” please mention that to the member and talk more with the member to make sure that the member’s answer to 0bb was correct. If you do confirm that the member is not supposed to be taking any medications, please jot down on a piece of paper “not supposed to be taking meds”; you will need to know that later.]]	0bb was correct – go to 0e 0bb was not correct – go to 0c	
0c. Do you ever run out of your medications?	Yes – go to 0d No – go to 0d	
0d. [[Care coordinator: Please look at the old and new answers. Let the member know that you are aware of the answers from both calls and that you are calling to talk in more detail about medications, but first you will be asking everyone a few general routine questions.]] [[If the member said yes to 0b (problems getting meds or taking them on time) or 0c (run out of meds), choose “Yes”...]] [[...or if there is a yes on 0d (if you are able to view the call 1 results in CDMS), choose “Yes,”...]] [[...or if you just sense that the member has trouble with medications, choose “Yes.”]] [[If all answers were No for {0b, 0c, 0d}, choose No]] [[Care Coordinator—Please jot down whether you chose yes or no to this question. You will need to enter this yes or no a bit later in this call.]]	Yes – go to 0cvd No – go to 0cvd	

Determine Disease State

Question	Possible Answer
<p>0cvd. [[Care Coordinator—If the system shows CVD for this member, please check answers from the previous script(s) so that you know what type of CVD]]</p> <p>Here are the items from the IA that could be called up here:</p> <p>13a, 64a. Have you ever had a heart attack? (Y/N)</p> <p>13b, 64b. Have you ever had chest pain that your doctor said was “angina”? (Y/N)</p> <p>13c, 64c. ...or chest pain that your doctor said was caused by “heart disease” or “coronary disease”? (Y/N)</p> <p>13d, 64d. Have you ever had a stroke? (Y/N)</p> <p>13e, 64e. Have you ever been told you had any of the following: a “minor stroke,” a “near stroke,” a “mini stroke,” or a “small stroke”? (Y/N)</p> <p>13f, 64f. Sometimes a near stroke is called a “T.I.A.” Have you ever been told that you had a “T.I.A.”? (Y/N)</p> <p>13g, 64g. Have you ever had pain or difficulty in your legs that your doctor said was caused by problems with your “arteries” or “blood vessels” or “circulation”? (Y/N)</p> <p>999. [[Care Coordinator—please type in what aspect of CVD the member has]] (Free Text)</p>	<p>[[Reviewed, go to 0e]]</p>
<p>0e. [[Care Coordinator—Please enter whether this member has:</p> <p>→ DM/HTN, with or without CVD</p> <p>→ CHF with or without CVD</p> <p>→ CHF/DM/HTN with or without CVD</p>	<p>Diabetes/HTN +/- CVD – go to 1a</p> <p>CHF +/- CVD – go to 16b</p> <p>Both/HTN +/- CVD – go to 1a</p> <p>CVD alone (+/- HTN) – go to 64bb (page 30)</p>

Weight Management

Question	Possible Answer	Description
16b. Do you have a scale for weighing yourself?	<p>Yes – go to 16c</p> <p>No – go to 16c</p>	
16c. Do you check your own weight?	<p>Yes – go to 16d</p> <p>No – go to 16e</p>	
16d. How often do you check your weight?	<p>Every day – go to 16e</p> <p>Every other day – go to 16e</p> <p>Every 3-7 days – go to 16e</p> <p>Less than weekly – go to 16e</p>	
16e. Have you and your doctor decided what weight is ideal for you?	<p>Yes – go to 16f</p> <p>No – go to 16f</p>	
16f. [[Care Coordinator—Click yes if you would like a free text space now.	<p>Yes – go to 16g</p> <p>No – go to 5a1</p>	
16g. Free text space for comment about weight goal/self-management	Free text – go to 16h	

Exercise

Question	Possible Answer	Description
<p>5a1. I want to ask you how active you are. “Moderate” physical activities are things like brisk walking, gardening, riding a bicycle slowly, dancing, or some type of housecleaning every day. If you do any physical activities that make you work as hard as brisk walking, then you are doing “moderate physical activity.”</p> <p>Do YOU do ANY moderate physical activity?</p>	<p>Yes – go to 5a2 No – go to 112</p>	
<p>5a2. How many days a week?</p>	<p>0 – go to 5a3 1 – go to 5a3 2 – go to 5a3 3 – go to 5a3 4 – go to 5a3 5 – go to 5a3 6 – go to 5a3 7 – go to 5a3</p>	
<p>5a3. Would each of these days be at least 30 minutes?</p>	<p>Yes – 112 No – 112</p>	

Depression

Question	Possible Answer	Description
<p>110a1. Many people that I talk to that have chronic health problems feel down or depressed from time to time. This is important to know, because feeling this way can affect your life in many ways and can make it harder for you to take the best care of yourself.</p> <p>During the past month, have you often been bothered by feeling down, depressed, or hopeless?</p>	<p>No – go to 110b2 Yes – go to 110b1</p>	
<p>110b1. During the past month, have you often been bothered by little interest or pleasure in doing things?</p>	<p>No – go to 111 Yes – go to 111</p>	
<p>110b2. During the past month, have you often been bothered by little interest or pleasure in doing things?</p>	<p>No – go to 17aa Yes – go to 111</p>	
<p>111. A lot of people with [[Care Coordinator -- say member condition(s)]] feel down or depressed from time to time. Sometimes these feelings come and go. Other times they stay around and can cause big problems. It is important to talk with your doctor about these feelings. Your doctor can help decide if you need to be treated to help make the symptoms go away and also help decide if the feelings are affecting how well you are able to take care of yourself.</p> <p>Your doctor won’t know about these feelings unless you tell her/him. Be sure to write this down and talk to her/him about these feelings at your next scheduled visit.</p>	<p>Discussed – go to 17aa</p>	

Smoking

Question	Possible Answer	Description
112. [[Note to Care Coordinator – please ask this question only for adults or children 12 years or older.]] Do you smoke?	Yes – go to 113 No – go to 110a1. NA – go to 110a1.	
113. At your last visit to see your doctor or nurse, did your doctor or nurse offer to talk about ways that people can stop smoking?	Yes – go to 110a1. No – go to 110a1.	

Diabetes Foot Care

Question	Possible Answer	Description
1a. At your LAST visit to see your doctor, did someone ask you to take off your shoes and socks to check your feet?	Yes – Go to 2a No – Go to 2b	
7a. Have you noticed any cuts, sores, blisters, or other problems on your feet right now that your doctor does NOT already know about?	Yes – go to 8a No – go to 14	
8a. Many people with diabetes have problems with flaking skin, blisters, sores, or cuts on their feet. Sometimes these problems can lead to bigger problems, like deep sores that can infect your bones. Tell your doctor about ANY of these problems right away. If your doctor doesn't already know about your foot problems, and you don't have an appointment to see her/him in the next few weeks. Call her/his office as soon as possible. When you call, tell the person answering the phone that you have diabetes, and you have noticed some changes in your feet that you think the doctor should look at.	Discussed – go to 14	
2a. In the last 7 days, how many days did you check your feet, including BETWEEN YOUR TOES?	0 – go to 6b 1 – go to 6b 2 – go to 6b 3 – go to 6b 4 – go to 6b 5 – go to 6b 6 – go to 6b 7 – go to 6a	
2b. In the last 7 days, how many days did you check your feet, including BETWEEN YOUR TOES?	0 – go to 6d 1 – go to 6d 2 – go to 6d 3 – go to 6d 4 – go to 6d 5 – go to 6d 6 – go to 6d 7 – go to 6c	

<p>6a. Thank you for answering those questions. It sounds like you are getting your feet checked at the doctor's office AND you are checking your feet every day at home. These foot checks are important for your health.</p> <p>Checking your feet every day can help you avoid some really big problems. The earlier you notice changes, the earlier your doctor can help you treat them.</p>	Discussed – go to 7a	
<p>6b. Thank you for answering those questions.</p> <p>Do your best to check your feet every day. This can help you avoid some really big problems. The earlier you notice changes, the earlier your doctor can help you treat them.</p>	Discussed – go to 7a	
<p>6c. Thank you for answering those questions.</p> <p>It sounds like at your doctor's visits, you are not always asked to take off your shoes and socks. Please ask your doctor to check your feet at each visit.</p>	Discussed – go to 7a	
<p>6d. Thank you for answering those questions. It sounds like at your doctor's visits, you are not always asked to take off your shoes and socks. Please ask your doctor to check your feet at each visit.</p> <p>It is also important for you to check your own feet every day. That can help you avoid some really big problems. The earlier you notice changes, the earlier your doctor can help you treat them.</p>	Discussed – go to 7a	

SBGM - Self Blood Glucose Monitoring

Question	Possible Answer	Description
<p>14. In the last 7 days, how many days did you test your blood sugar by pricking your finger?</p>	<p>0 – go to 15 1 – go to 15 2 – go to 15 3 – go to 15 4 – go to 15 5 – go to 16 6 – go to 16 7 – go to 16</p>	
<p>15. Testing your blood sugar lets you know if your blood sugar is too high or too low. A good time to test your blood sugar is before meals. When you test, please write the numbers down and talk with your doctor about them at your next visit. Do your best to check your blood sugar at least every morning. It's never too late to start! If you don't have supplies to check your blood sugars, talk with your doctor about this at your next visit.</p>	Discussed – go to 16a	

16. Testing your blood sugar helps you control your diabetes. A good time to test your sugar is before meals. Do your best to check your blood sugar at least every morning. Please write down the numbers and show them to your doctor at your next visit.	Discussed – go to 16a	
16a. [[Care Coordinator—Please offer to send the member the blood sugar diary. Did the member accept?]]	Yes – go to 995 No – go to 995	

SBPM –Self Blood Pressure Monitoring

Question	Possible Answer	Description
18a.) In the last 7 days, how many days did you check your blood pressure?	0 – go to 19a 1 – go to 19a 2 – go to 19a 3 – go to 19a 4 – go to 19a 5 – go to 19a 6 – go to 19a 7 – go to 19a	
19a.) If you do check your blood pressure yourself, be sure to write down the numbers (both the top and bottom number), and show them to your doctor or nurse at your next doctor visit.	Discussed – go to 20a	
20a.) Knowing your blood pressure numbers will help you and your doctor keep your blood pressure under control. For many people it is recommended to keep the top number below “130” and the bottom number below “80.” But if your doctor gave you different blood pressure goal numbers, please follow your doctor’s instructions. [[CC: please say if appropriate:]] If you’ve got diabetes, <u>controlling your blood pressure</u> is the best way to protect yourself from a stroke or heart attack or needing to go on a kidney machine.	Discussed – go to 21a	
21a.) We encourage you to do your best to check your blood pressure at least twice a week.	Discussed – go to 22a	
22a.) Would you like us to send you a blood pressure diary? Every time you take your blood pressure, you could write down the numbers, and the date, time, and place where you took it. At your next doctor’s visit, you could show this diary to your doctor or nurse.	Discussed – go to 3b	

Aspirin Therapy

Question	Possible Answer	Description
3b. Has your doctor told you that you should take an aspirin every day?	Yes – Go to 4b No (Doctor hasn’t mentioned	

	it.) – Go to 4b No (Doctor specifically said not to take aspirin) – Go to 5a1	
4b. Do you take an aspirin every day?	Yes – Go to 5a1 No – Go to 9f	
9f. Taking an aspirin every day can help keep you from having a heart attack, stroke, or bad blood flow to your legs and feet. However, because aspirin can cause stomach, kidney, or bleeding problems in some people, you should NOT start taking aspirin without talking to your doctor first. If you haven't talked with your doctor about whether you should take an aspirin each day, ask about this at your next visit.		Discussed – go to 5a1

Determine Disease State

Question	Possible Answer	
995. [[Care Coordinator—Please enter whether this member has: → DM/HTN, with or without CVD → CHF with or without CVD → CHF/DM/HTN with or without CVD → CVD alone	Diabetes/HTN +/- CVD – go to 64aa Both/HTN +/- CVD – go to 16b CHF +/- CVD – go to 16b [this choice is here just in case, but no one with {CHF without diabetes} would get to this point in the script] CVD alone (+/- HTN) – no one with CVD alone would make it to this point in the script	

Medications

Question	Possible Answer	Description
17aa. [[Care Coordinator—At questions 0bb and 0cc, did you determine that this member is not supposed to be taking any medications?	Not supposed to take meds – go to 17y On meds or should be on meds – go to 17	
17. That's all for the routine questions. Now let's talk about your medicines. After we are finished talking, I am going to send you a letter that will remind you about some of the things that we talked about. Then, if you would like, you could take this letter with you to your next doctor's visit and talk about these topics with your doctor.		Anyone else

Does ANYONE ELSE help you to keep track of or take any of your medicines?	Yes – go to 18 No – skip to 22	
18. Would it be all right with you if we ask your [[helper]] to join the phone call now? While the helper is on the line we will talk about your supply of medications and the way you take them. We would like you to stay on the line so that we can talk with both you and your helper.	Yes – skip to 20a No – go to 19	HIPAA
19. [[Care Coordinator: Please discuss and decide whether you think the member would benefit from this call without the helper present on the line. Then choose proceed or stop. Stop will lead to a screen that will allow you to reschedule.]]	Proceed – go to 21 Stop – go to 20	Proceed
20. [[Care Coordinator – Please use the rescheduling function.]]	Done – go to reschedule	Reschedule
20a. [[Care Coordinator – Please enter the helper’s name]]	Free text – go to 20b	Helper
20b. [[Care Coordinator – Please enter today’s date and the current time]]	Free text – go to 20c	Time Stamp
20c. [[Please press okay.]]	Okay – go to 21	Jump
Question	Possible Answer	Description
21. Because the way that you take your medications is so important to keep you from getting sick, it might help you to talk to someone else about this more. Many people who get help with their medicines from another person find that it helps to have a special meeting with their doctor to be sure that their helper understands everything about their medicines. I think that it might help both you and your helper to go to your next doctor’s visit and talk more about your medicines. If you don’t know when your next doctor visit will be, call her/his office to find out. If you don’t have a visit scheduled in the next month, ask if you can set one up to talk about your condition. Be sure to pick a time when your helper can come along with you.	Discussed – go to 73	Encourage to talk with doc
22. Do you keep a list where you write down all of the medications that you take on a regular basis?	Yes – skip to 26 No – go to 23	Do you list
23. It is very important that you and your doctor both know about all the medicines that you take on a regular basis. Many people see more than one doctor or take several medicines at a time. If you take more than one or two medicines, or you are getting medicines from more than one doctor, then making a list of your medicines can help a lot. [[[The two items below here (24 and 24b) are now bypassed.]]]	Discussed – go to 25a	Would you gather your meds
24. Please find all of your medicines now and set them		Please gather

down next to you by the phone. I will wait on the line. [[Care Coordinator – Please time how long it takes for the member to gather the medicines...then please enter how many minutes it took for the member to gather the medicines.]]	Free text – then go to 24b	meds
24b. Were you able to find all your medicines?	Yes – go to 25b No – go to 25a	Gather meds successfully
Question	Possible Answer	Description
25a. It is very important that you know where all of your medicines are kept. Sometimes when people don't keep their medicines in one place, they can forget to take a medicine from time to time. If you think it would help, ask your doctor or the office nurse for any hints to help you keep your medicines more organized.	Discussed – go to 25b	Encourage organization
25b. After we talk today, do your best to make a list of the medicines that you take. It would be helpful to carry this list with you all of the time. If it is difficult for you to make a list, ask your doctor or office nurse to help you start one, at your next visit. If you would like, you also could ask a family member or another person to help you.		Encourage list
We do have a medicine diary that we can mail to you; would you like us to send one to you?	Yes – go to 26 No – go to 26	
26. Please remember that it is important to update the list whenever changes are made to the medicines you take. Besides medications that you get by prescription, put on the list any other medicines that you take almost every day. These include over-the-counter and herbal medicines. These non-prescription medications may still have potent effects that your doctor will want to know about.	Discussed – go to 26aa	Encourage listing OTC drugs too
26aa. [[Care Coordinator—What was the answer to 0d? – or – Does this member possibly have any trouble with medication supply or with taking meds on schedule?]	Difficulties (or possibly has difficulties) – go to 27 No difficulties – go to 40a	
27. A few minutes ago you mentioned that you had trouble getting your medications or that you had run out of medications. [[Care coordinator: Was the problem that the member ran out of meds? If you do not remember, you can ask the member again now: “Did you say earlier that you had ever run out of your medicines?”]]	Yes – go to 28a No – go to 39	Ran out of meds
28a. Do you know why you ran out of medicines? Why did you run out? [[If the member doesn't know, please type “unsure” in the free text space.]]	Free text – then go to 28b	Why ran out
28b. Do you have an idea about what you would like to do about the situation?	Free text – then go to 28c	How to address

[[If the member doesn't know, please type "unsure" in the free text space.]]		supply
Question	Possible Answer	Description
<p>28c. [[Care Coordinator – If the member gave answers to the above two questions, please discuss her/his ideas, both about the problem and about what to do.]]</p> <p>[[If you would like to go through a few structured questions and statements about something on the following list, please choose the subject in the answer choices. If you would like to pick and choose among several of the subjects, please choose “go one by one” and you can browse forward (and backward) through each of them and can then discuss with the member any that you would like. You also have a different option—if you think that the problem has already been solved adequately, you can choose “doctor, pharmacist, or someone else already solved” or “the member and I already solved” the problem. These choices will let you skip ahead past the screens about the response options.]]</p>	<p>had to cancel doctor's appt – go to 30</p> <p>problem communicating with doc during appt – go to 34</p> <p>prescription or pharmacy problem – go to 36</p> <p>browse one by one – go to 30</p> <p>doctor, pharmacist, or someone else already solved the problem – go to 40</p> <p>the member and I already solved the problem – go to 40</p>	Index 1
<p>30. [[Care coordinator: You may either ask the member the questions in this section or you may answer some of them yourself, based on the discussion that you just had with the member, if would seem inappropriate to repeat yourself.]]</p> <p>[[This section is about problems with getting to see the doctor.]]</p> <p>Did you run out of medicine because you had to cancel or put off a visit to your doctor?</p>	<p>Yes – go to 31</p> <p>No – skip to 33</p> <p>Just browse ahead –go to 31</p>	Had to cancel appt
<p>31. Is it sometimes hard for you to schedule an appointment to see your doctor?</p>	<p>Yes – go to 31a</p> <p>No – go to 31a</p> <p>Just browse ahead –go to 31a</p>	Hard to schedule appt
<p>31a. Do you know when your next appointment is?</p>	<p>Yes – go to 31c</p> <p>No – go to 31b</p> <p>Just browse ahead –go to 31b</p>	Knows next appt
Question	Possible Answer	Description
<p>31b. [[Care Coordinator: If there is anything that you can do, please help the member schedule a PMP appointment.]]</p>	<p>Okay, discussed – go to 31c</p> <p>Just browse ahead –go to 31c</p>	CC helps schedule
<p>31c. Do you sometimes have problems getting from where you live to your doctor's office?</p>	<p>Yes – go to 32</p> <p>No – go to 33</p> <p>Just browse ahead –go to 32</p>	Transportation problems

32. [[Care Coordinator: Please help the member with resources that you know about.]]	Discussed now – go to 33 Just browse ahead –go to 33	CC helps re transportation
33. Was there a different reason that you had to miss or put off the doctor’s appointment?	Yes – go to 33a No – go to 34 Just browse ahead –go to 34	Other reason missed appt
33a. What was the reason? [[Care coordinator: If this reason is something that you are able to help with, please discuss it with the member.]]	Free text – then go to 33b	Why missed appt
33b. [[Care Coordinator: Which section would you like to go to next?]]	Problem communicating with doc during appt – go to 34 Prescription or pharmacy problem – go to 36 browse ahead one by one – go to 34 skip the rest of the medicine supply section – go to 40	Index2
Question	Possible Answer	Description
34. [[Care Coordinator: You may either ask the member the questions in this section or you may answer some of them yourself, based on the discussion that you just had with the member, if would seem inappropriate to repeat yourself.]] [[This section is about problems DURING appointments.]] We all know that doctors are very busy. Because the doctor may have only a few minutes to talk, do you sometimes feel like there isn’t enough time to talk about some of the problems that you are having with your medicines?	Yes – go to 34a No – go to 34a Just browse ahead –go to 34a	Not enough time during appt
34a. Do you sometimes forget to ask about problems that you are having with your medicines?	Yes – go to 34b No – go to 34b Just browse ahead –go to 34b	Forget
34b. Some people just find it hard to ask the doctor questions about their medicines. Do you sometimes feel the same?	Yes – go to 35 No – go to 35	Hard to ask doc

	Just browse ahead –go to 35	
<p>35. We all know that doctors are very busy.</p> <p>It is often helpful BEFORE your visit to think about which questions are MOST important to you and write them down on a list. Many people find that it helps a lot to make a list all of the things that you think that your doctor should know. Give the list to your doctor at the START of the visit.</p> <p>Put your most important questions at the TOP of your list.</p>	<p>Discussed now – go to 35a</p> <p>Just browse ahead – go to 35a</p>	Encourage list of questions
Question	Possible Answer	Description
<p>35a. Some things on your list may need an extra follow-up visit with the doctor or with a nurse from the doctor’s office. That is okay. You can help by asking your doctor if you can come back for an extra visit like that. A plan like this can help prevent problems from developing.</p> <p>Here are some tips to keep in mind:</p> <ol style="list-style-type: none"> 1) Have your questions written down before you go to see your doctor. 2) Put the most important questions at the top of the list. 3) Give the list to your doctor at the start of your next visit. 	<p>Discussed now – go to 35b</p> <p>Just browse ahead – go to 35b</p>	How to list
35b. [[Care Coordinator: Which section would you like to go to next?]]	<p>Prescription or pharmacy problem – go to 36</p> <p>browse ahead one by one – go to 36</p> <p>skip the rest of the medicine supply section – go to 40</p>	Index3
<p>36. [[Care Coordinator: You may either ask the member the questions in this section or you may answer some of them yourself, based on the discussion that you just had with the member, if would seem inappropriate to repeat yourself.]]</p> <p>[[This section is about prescription and pharmacy problems.]]</p> <p>Some people have told me about how their doctor forgot to order a prescription for them. Has this ever happened to you?</p>	<p>Yes – go to 36a</p> <p>No – go to 36a</p> <p>Just browse ahead –go to 36a</p>	Doc forgot Rx
36a. Have you run out of medicine because the pharmacy did	Yes – go to 36b	Pharmacy did

not have a prescription for your medicine	No – go to 36b Just browse ahead –go to 36b	not have Rx
36b. Did you just stop getting refills, and you never knew why?	Yes – go to 36c No – go to 36c Just browse ahead –go to 36c	No refills, unsure why
Question	Possible Answer	Description
36c. We all know that doctors and pharmacies are very busy. Because they both may be busy, at times a prescription might either not get written or not make it to the pharmacy. Sometimes the problem is that a medicine needs to be re-ordered by the doctor. Until the pharmacy gets this new order, you might not get your medicine. Other times, the pharmacy has the order, but getting your medicine ready takes longer than expected.	Discussed now – go to 36d Just browse ahead –go to 36d	Discussed pharmacy
36d. If you EVER think that there is medicine that you should be taking, but the pharmacy didn't give it to you on time, then tell the pharmacist AS SOON AS you notice the problem. Sometimes the pharmacist can solve this problem very quickly. This is also a time when keeping a list of your medicines can help you. If you have a list, you can be sure that you got all the medicines that you were supposed to. For this to work, you need to keep your medicine list up to date. You can do this by asking your doctor or office nurse to make any changes to the list FOR YOU, before you leave the office. If you are “running low” on any of the medicines on your list, and your pharmacy doesn't have a refill for you, call your doctor AS SOON AS POSSIBLE.	Discussed now – go to 37 Just browse ahead –go to 37	Encourage talking to pharmacy
37. Did you run out of medicine because you couldn't get to the pharmacy to pick it up?	Yes – go to 37a No – skip to 37b Just browse ahead – go to 37a	Could not get to pharmacy
37a. If you sometimes have trouble getting to your pharmacy before you run out of medicine, your doctor's office might be able to help. Please call your doctor's office to ask if there is a way that you could get your medicine prescriptions refilled automatically. Ask if your doctor's office has a way to have the pharmacy prepare your refills, BEFORE you run out of the medicine that you have right now. This can help a lot if you are finding it hard to get to your pharmacy.	Discussed now – go to 37b Just browse ahead – go to 37b	Encourage asking about auto-refill

Medications (continued)

Question	Possible Answer	Description
37b. Does the pharmacy mail your medicines to you?	Yes – go to 37c No – skip to 38a Just browse ahead – go to 37c	Does pharmacy mail
37c. Do the medicines that get mailed sometimes come too late or sometimes never get to you?	Yes – go to 37d No – skip to 38a Just browse ahead – go to 37d	Mail is late
37d. Please call your pharmacy or doctor’s office to ask them to help you with this problem.	discussed – go to 38a	Encourage help with mailed Rx
38a. Right now, are you out of any of your medicines?	Yes – go to 38b No – skip to 40 Just browse ahead – go to 38b	Out of meds
38b. Has a doctor, nurse, or pharmacist told you that you will be getting a new supply of the medicine within a day or two?	Yes – go to 40 No – skip to 38c Just browse ahead – go to 38c	Supply on way
38c. It sounds like you ran out of some medicine, and you still don’t have it. Sometimes when you don’t have an important medicine, and you stop taking it, you can get sick pretty fast. You might be the only person who knows that you don’t have the medicine. Here is what to do to get help, right after we are done talking today. Call your pharmacy and tell them the name of the medicine that you ran out of. If they already have a prescription for you, they can get it ready for you right away. If the prescription has expired, ask the pharmacist if he/she would call your doctor for a refill.	Discussed – go to 38d Just browse ahead – go to 38d	Encourage new supply (a)
Question	Possible Answer	Description
38d. If you can’t go to pick it up, ask someone you know to pick it up. If no one is around to help you, then tell the pharmacist. She/he might be able to suggest a way to help you get it. If your pharmacist tells you that she/he needs a prescription from your doctor, ask the pharmacist to call the doctor. If the pharmacist cannot call the doctor, then please call	Discussed – go to 40 Just browse ahead – go to 40	Encourage new supply (b)

the doctor's office yourself and tell the doctor's office exactly what happened.		
39. It sounds like you haven't had any problems keeping a full supply of all your medicines. Let's talk about taking medicines on schedule.	Okay – go to 40	No supply problems

Taking Medications on Schedule

Question	Possible Answer	Description
<p>40. Let's talk now about taking medicines on schedule. Many people also tell me that they sometimes have trouble taking all of their medicines on schedule.</p> <p>Has that ever been difficult for you?</p> <p>Have you missed taking any of your medicines in the last month, even just one pill or shot? (I am not talking about the times when you were out of medicines; I am asking if you have missed taking your medicine during the times that you DO have a supply in your home.)</p>	<p>Yes (to either question) – go to 41</p> <p>No – go to 40a</p>	Difficult to take on schedule
<p>41. The next few questions are about possible reasons for not always taking your medicines.</p> <p>Have you missed taking a medicine because you don't know the dose, or you aren't sure exactly what they are for or how they work?</p>	<p>Yes – go to 42</p> <p>No – go to 58</p>	Unsure re doses or mech
<p>42. Has your doctor told you to take any medicines to treat your [[care coordinator—please say the relevant conditions]]?</p>	<p>Yes – go to 43</p> <p>No – skip to 58</p>	On meds
<p>43. Do you take any PILLS to treat your [[care coordinator—please say the relevant conditions]]?</p>	<p>Yes – go to 44</p> <p>No – skip to 48</p>	On pills
<p>44. Can you tell me now THE NUMBER of PILLS you take to treat your [[care coordinator—please say the relevant conditions]] and the TIMES OF DAY that you take them?</p> <p>[[Care Coordinator – You will not be able to verify the accuracy of the member's response. If the member can provide this information from memory or by reading a list or his pill bottles, then the answer is "YES." If the member has significant difficulties or answers "NO" directly, then enter a "NO" response and proceed.]]</p>	<p>Yes – skip to 46</p> <p>No – go to 45</p>	Number of pills
<p>45. Some people who find it hard to remember the times and amounts of different pills find that it helps to talk to their doctor. Please talk with your doctor about the times and amounts of your pills during your next visit. Be sure to ask her/him to add this information to a list of medicines that you can carry with you at all times, in case you forget.</p>	Discussed – go to 450	Encourage talk with doc re pills

450.) [[CC: does member have either HTN]]?	Yes – go to 451 No – go to 46	
451.) If you are taking blood pressure pills, it is important to to take them every day. Medicines for high blood pressure must be taken each and every day to keep your blood pressure under control. If you have diabetes, controlling your blood pressure is the best way to protect yourself from a stroke or a heart attack or from developing kidney problems.	Discussed- go to 46	Importance of BP meds

Educational Materials For Medications

Question	Possible Answer	Description
46. Do you know how all of YOUR PILLS work to treat your [[care coordinator—please say the relevant conditions]]?	Yes – skip to 48 No – go to 47	Knows pills mech
47. Some people feel that it helps to read something that explains HOW different pills treat [[care coordinator—please say the relevant conditions]]. Would you like me to mail you something that can help you to learn more about how different pills work?	Yes – skip to 48 and add the relevant medication information to the envelope No – go to 48	Wants ed material re pills

Contd.

40a. [[Care Coordinator: If this is a member with diabetes, please offer the member some educational material about diabetes pills or about insulin. Did member accept the materials?]]	Yes, diabetes pills – go to 40aa Yes, insulin – go to 40aa Yes, both – go to 40aa No – go to 40aa N/A – go to 40aa	Diabetes ed materials
40aa. [[Care Coordinator: If this is a member with CHF, please offer the member some educational material about CHF meds. Did member accept the materials?]]	Yes – go to 40ab No – go to 40ab N/A – go to 40ab	CHF ed materials
40ab. [[Care Coordinator: If this is a member with CVD, please offer the member some educational material about CVD meds. Did member accept the materials?]]	Yes – go to 40b No – go to 40b N/A – go to 40b	CVD ed materials
40b. [[Care Coordinator: Next you will skip ahead to just before the complete screen. If you would like to discuss anything else with the member, please do so, and type a brief note in the free text space.]]	Free text – then go to 40c	To flu shot

40c. [[Please press okay.]]	Okay – go to 71	Jump
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Diabetes Insulin Treatment

Question	Possible Answer	Description
48. Branch Determine Disease State	Diabetes +/- anything else – go to 49 Does Not Have Diabetes – go to 58	
49. Do you give yourself insulin shots?	Yes – go to 50 No – skip to 58	On insulin
50. Can you tell me now THE NUMBER of insulin shots that you give yourself each day and the TIMES OF DAY that you take them? [[Care Coordinator – You will not be able to verify the accuracy of the member’s response. If the member can provide this information from memory or by reading something, then the answer is “YES.” If the member has significant difficulties or answers “NO” directly, then enter a “NO” response and proceed.]]	Yes – skip to 52 No – go to 51	Knows insulin schedule
51. Some people who find it hard to remember the times and amounts of insulin shots find that it helps to talk to their doctor. Talk with your doctor about the dosage and timing of your insulin shots during your next visit. Be sure to ask her/him to add this information to a list of medicines that you can carry with you at all times, in case you forget.	Discussed – go to 52	Encourage talk with doc re insulin
52. Do you think that you know HOW your insulin works to treat your diabetes?	Yes – skip to 53 No – go to 53	Knows insulin mech
53. Do you ever have problems getting insulin shots ready or giving yourself injections?	Yes – skip to 54 No – go to 54	Problems with insulin prep/inj

Insulin Education Materials

Question	Possible Answer	Description
54. Some people feel that it helps to read something that explains how insulin treats your diabetes. We would like to mail you information that can help you to learn more about the way your insulin works?	Yes – skip to 58 and put the insulin educational material into the envelope No – go to 55	Wants ed material re insulin
55. [[Care Coordinator – Please record the reason why the member said no to educational materials about how insulin works]]	Free text space to record answer – then to 58	Why not re insulin ed

Overcoming Hassles With Taking Medications

Question	Possible Answer	Description
<p>58. [[CC please ask these two questions:]]</p> <p>58a. Do you feel like it's probably okay even if you don't take your medicines all the time?</p> <p>58b. Do you think that bad things CAN happen if you don't always take your medicines, BUT they just aren't BAD ENOUGH to outweigh the hassle of ALWAYS taking your medicines?</p>	<p>Yes to both – go to 59</p> <p>Yes to just 58a – go to 59</p> <p>Yes to just 58b – go to 59</p> <p>No to both – skip to 60</p>	<p>Hassle</p>
<p>59. Sometimes people don't take their medicines all the time because it seems like the benefits aren't big enough to outweigh the hassles. Some people think that bad things won't happen after missing just a few doses of medicine here and there. Some people are willing to take the chance that bad things won't actually happen to them.</p> <p>[[Care Coordinator: Please ask the following paragraph only for people who have diabetes: One of the most important things you can do to avoid getting a lot sicker from your diabetes is to keep very good control of your blood sugars. This is very hard to do if you don't always take your medicines. Not taking important medicines CAN actually make you real sick.]]</p>	<p>Discussed – go to 59a</p>	<p>Discuss re hassle (a)</p>
<p>59a. Your doctor can also answer your questions about medicines. Better yet, your doctor might be able to change the way you take some medicines to help reduce the hassles. Please talk with your doctor about how taking your medicines all the time will help you. Also talk with the doctor about possible ways to decrease the hassles you have when you take your medicines.</p>	<p>Discussed – go to 60</p>	<p>Discuss re hassle (b)</p>
<p>60. Are there times when you don't take one or more doses of ANY of your medicines because it's too hard to keep track of them all or you just forget?</p>	<p>Yes – go to 61 No – skip to 65</p>	<p>Hard to keep track</p>
<p>61. Do you use a pill organizer?</p>	<p>Yes – go to 64 No – go to 61a</p>	<p>Has organizer</p>
Question	Possible Answer	Description
<p>61a. Many people have problems keeping pills organized. Sometimes it helps to have a pill organizer, which can arrange your pills for a whole week at a time.</p> <p>[[Care coordinator: Please offer suggestions about where to get and how to use a pill organizer. This could be obtained at the doctor's office or the pharmacy.]]</p> <p>After we talk, I am going to send you a reminder about this. Do you sometimes have difficulty keeping pills organized?</p>	<p>Yes – go to 64</p> <p>No - go to 65</p>	<p>Discuss organizer (a)</p>
<p>64. Some people who have difficulty keeping pills organized find that it is helpful to talk with their doctor</p>	<p>Discussed – go to 65</p>	<p>Discuss organizer (b)</p>

<p>about ideas to keep track of all of their medicines better. Sometimes your doctor can also make some simple changes, like in the time you take some medicines or in the number of medicines that you are taking. These kinds of simple changes can often make it easier to keep track of medicines better.</p> <p>When you go for your next visit, be sure to talk with your doctor about ways to help you keep track of your medicines better.</p>		
<p>65. Many people work or go to school or to other activities at different times. These times may even change from day to day. Sometimes this can get in the way of you taking your medicines all of the time.</p> <p>Are there times when you don't take your medicine when you are supposed to because of work or school or other activities?</p>	<p>Yes – go to 66 No – skip to 67</p>	<p>Work/school</p>
<p>Question</p>	<p>Possible Answer</p>	<p>Description</p>
<p>66. Some people who have problems taking their medicine because of work or school or other activities find that it helps to talk with their doctor about whether it is possible to make some changes, like in the time you take some medicines or in the number of medicines that you are taking. These kinds of simple changes can often make it easier to go to places like work or school or other activities without missing doses of important medicines.</p> <p>When you go for your next visit, be sure to tell your doctor that you sometimes miss medicine doses because of something like work or school or other activities.</p>	<p>Discussed – go to 67</p>	<p>Discuss work/school</p>
<p>67. Sometimes medicines cause problems that aren't expected. We often call these problems "side effects."</p> <p>Are there any medicines that you are not taking because of a side effect?</p>	<p>Yes – go to 68 No – skip to 69</p>	<p>Side effects</p>
<p>68. Often when someone has a side effect from a medicine, the medicine or dose can be changed, and the side effect will go away.</p> <p>Ask your doctor about any side effects RIGHT AWAY, especially if they are causing you to stop taking a medicine. If you are having a side effect, and you haven't already told your doctor, she/he will want you to call her/his office to let her/him know right away. When you do this, you might not be able to talk to your doctor directly, but someone who works there may be able to tell you EXACTLY what to do,</p>	<p>Discussed – go to 69</p>	<p>Encourage discussing side effects with doc</p>

or they would have someone else call you back right away.		
69. Are you having ANY other problems preparing or taking your medicines?	Yes – go to 70 No – go to 71	Any other problems
Question	Possible Answer	Description
70. Your doctor can usually help you with problems preparing or taking your medicines, but she/he won't be able to start helping you if you don't tell her/him. Remember that YOU are in charge of YOUR health. Let your doctor help you. Talk with your doctor about any problems. Also remember to write your problems or questions down on a list BEFORE your next visit, and remember to give your doctor the list right at the start of the visit.	Discussed – go to 71	Encourage talk with doc

General Education Materials

Question	Possible Answer	Description
17y. [[Care Coordinator—Please enter whether this member has CHF, diabetes, or both conditions]]	Diabetes – go to 17bb CHF – go to 17cc Both – go to 17dd	
17bb. [[Care Coordinator—Please offer to send the member general educational materials about diabetes. Did the member accept the materials?]]	Yes – go to 71a No – go to 17ee	
17cc. [[Care Coordinator—Please offer to send the member general educational materials about CHF. Did the member accept the materials?]]	Yes – go to 71a No – go to 17gg	
17dd. [[Care Coordinator—Please offer to send the member general educational materials about both diabetes and CHF. Did the member accept the materials?]]	Yes – go to 71a No – go to 17ee	
17ee. Free text [(re why no educational materials)]	Go to 17ff	
17ff. [[Please press okay.]]	Okay – Go to 71a	Jump
17gg. Free text [(re why no educational materials)]	Go to 17hh	
17hh. [[Please press okay.]]	Okay – Go to 71a	Jump
71a. [[Care Coordinator—Does this member have HTN?]]	Yes – go to 71aa No – go to 71b	
71aa. [[Please offer to send the member general educational materials about HTN.]]	Offered – go to 71b	
71b. [[Care Coordinator—Does this member have CVD?]]	Yes – go to 71bb No – go to 71	
71bb. [[Please offer to send the member general educational materials about CVD.]]	Offered – go to 71	

Call Back Section

Question	Possible Answer	Description
71. Okay, we are going to call you back in about three months to ask you more questions about your health and health care and to see how we might help. When is the	Free text – then go to 72	Best time to call back

best time of day to call you?		
72. May I try to answer any other questions that you have right now?	Free text – then go to 73	Other questions

Flu Shot Section

Question	Possible Answer	Description
73. I have one last question for you. Have you received your flu shot yet this year?	Yes – go to 74 No – go to 75	Flu shot
74. Good. Getting your flu shot EVERY year can help keep you healthy and active.	Discussed – go to 76	Discuss flu shot
75. Because you have [[care coordinator—please say the relevant conditions]], the flu can make you much sicker than people who don't have [[care coordinator—please say the relevant conditions]]. Getting your shot EVERY year can help keep you from getting real sick from the flu. Talk with your doctor about how to get your flu shot NOW, before the flu season starts.	Discussed – go to 76	Encourage flu shot

Summary Review and Helpful Section

Question	Possible Answer	Description
76. Now called 76x. [[Note to Care Coordinator – Please review the summary list and let the member know that you will mail the summary list along with the educational materials.]] There is now a detour around old 76.	Discussed – go to 77 Omit – go to 77	Summary
77. Before finishing this call, we want to ask you whether you found our conversation to be helpful.	Yes – go to 78 No – go to 80	Helpful call
78. What part of the call was most helpful?	Free text – then go to 79	Helpful part
79. Was there any part of this call that you did not find helpful?	Free text – then go to 80	Not helpful part

End Call Section

Question	Possible Answer	Description
80. [[Care Coordinator – Additional Comments here if needed. Consider saying "Please tell me more about why the call [or part of the call] was not helpful."]]	Free text – then go to 81	Free text help
81. [[Note to Care Coordinator – If you would like the assessment to end, please choose the “Okay” response. If you would like to ask any of the questions again, please go back now.]] Before we hang up, there is one thing that we are mentioning to everyone that we call. We hope that this does not happen, but if between now and the next time we call, you get hospitalized, please call us and let us know when you get home. This will help us to better meet your needs.	Okay – go to “complete” screen	Complete next screen
82. Call Ends		

**Call 3 and 4 Script
For Patients with Congestive Heart Failure**

I. Introduction and Solidarity-Building Section for Both Calls 3 & 4

<p>I. Hello, may I speak with [[member's name]]? Hi [[member's name]], this is [[Care Coordinator's name]]. I am a Care Coordinator with the Indiana Chronic Disease Management Program. This is a free added benefit to your Medicaid Select health insurance. We spoke with you in [[month of last assessment]] about your health. Do you remember speaking with us?</p>	<p>Yes – Go to Oab No – Go to Oaa Refuses to participate – Go to 2000</p>
<p>Oaa. We offer a free educational program to ensure you are receiving the best care for your chronic disease and to help you make informed decisions about your healthcare.</p>	<p>Discussed – Go to Oab</p>
<p>Oab. Today I would like to ask you a few more questions and send you some educational materials.</p>	<p>Discussed – Go to II</p>
<p>II. “Could we get started? “ [If yes – click continue.] [If no – then say] “We understand that you may be very busy. Please give me a time that would work better for you when I could call back to talk more.” [[Care Coordinator - Select “Stop” to end call and use reschedule function to record date/time when member would like a call back.]]</p>	<p>Continue – Go to Oac Stop - Go to reschedule function And set date and time of call back. Refuses to participate – Go to 2000</p>
<p>Oac. I need to verify your address, date of birth or the last 4 digits of your SS#. [[Verify phone number if inbound call.]]</p>	<p>Verified HIPAA – Go to Oad</p>
<p>Oad. During this call, we will be asking you different types of questions. If your responses indicate that depression might be an issue or concern for you, we would like to share that information with your doctor so that he/she can help you. Is this ok with you? [[Care Coordinator – if member says No, then say:]] That’s fine, we’re here to help with communication between you and your doctor.</p>	<p>Yes – go to Obb No – go to Obb</p>
<p>Obb. We have talked with several thousand people. Many of them say that they have problems getting their medicines on time or taking their medicines on time. [[Care Coordinator - Please check previous responses tab.]] [[If YES answers there, please say:]] The last time we spoke, you said that you were having problems getting your medicines on time or taking your medicines on time. Is this still a problem? [[If NO answers there, please say:]] The last time we spoke, you said that you were not having problems getting your medicines on time or taking your medicines on time. Are you having problems</p>	<p>Yes – problems – Go to Oc No problems – Go to Oc Not supposed to be taking any medications – Go to Occ</p>

now?	
Occ. [[Care Coordinator – Please check previous responses tab for the results to the question “Do you take any medications?” If that answer was “yes”, please mention that to the member and talk more with the member to confirm whether or not member should be on meds.]]	Not on meds – Go to 1 Is on meds – Go to Oc
Oc. [[Care Coordinator – Please check previous responses tab.]] [[If YES answers there, please say:]] The last time we spoke, you said that you had run out of your medications. Is this still a problem? [[If NO answers there, please say:]] The last time we spoke, you said that you had not run out of your medications. Have you run out of your medications since then?	Yes, out of meds – Go to 1 No, not out of meds– Go to 1

Refuses to Participate Section

Question	Possible Answer
2000. This is a voluntary program. We will be sending you a letter to confirm that you are choosing not to participate. This letter has our toll-free number in case you change your mind and want to call us. You can join our program at anytime. I could also give you our website address if you have access to the Internet and would like to read about our program.	Discussed – go to 70

III. All members get these questions before the “branching”

Question	Possible Answers
1. I wanted to review a few things that we talked about last time. Many patients are still having some difficulties with their medicines, so this will let me know if there is anything else we can do to help. [[Care Coordinator - please check previous responses tab]] [[If any YES answers there, please say:]] The last time we spoke, you said that you were having difficulty talking about medications with your doctor or nurse DURING your appointments. Is this still a problem? [[If all NO answers there, or previous responses tab is BLANK, please say:]] The last time we spoke, you said you did not have any difficulty talking about medications with your doctor or nurse during your appointments. Is this still how you feel?	Has difficulty – go to 4a No difficulty – skip to 5
4a. We all know that most doctors and nurses are very busy. Even if your doctor or nurse is busy, it doesn't mean that your questions	Discussed – Go to 5

<p>aren't important. Because your doctor or nurse might only have a small amount of time to talk about new problems, some simple "tips" might help you talk about the things that are most important to you:</p> <p>1.) Write down your questions before going to see your doctor or nurse. 2.) If you have several questions, make a list. Put the most important questions at the top of your list. 3.) Hand your list to your doctor or nurse at the start of your next visit. 4.) If there isn't enough time to talk about more than 2 or 3 questions, be ready to ask for another appointment or a visit with a nurse. At this second visit you could talk about other problems that you don't have time to talk about during your visit.</p>	
<p>5. Many patients also tell me that they sometimes have trouble taking all of their medicines.</p> <p>[[Care Coordinator – please check previous responses tab.]]</p> <p>[[If YES, then please say:]] The last time we spoke you said that you sometimes have difficulty taking all of your medicines. Is this still a problem?</p> <p>[[If NO or BLANK, then please say:]] The last time we spoke you said that you never miss taking your medicines.</p> <p>What about in the last month, have you EVER missed taking one of your medicines, even just one pill or shot?</p>	<p>Yes – go to 6 No – skip to 7</p>
<p>6. We have found that there are 2 very easy things that can help you take all of your medicines every day.</p> <p>First, ask your doctor or nurse to help you make a list of your medicines. Second, ask your doctor or nurse if she can help you to use a pill organizer, calendar, or pillbox to help you take all of your medicines every day.</p> <p>If you are already doing both of these things, but you are still having problems, add this to your list of things to talk about with your doctor or nurse during your next visit.</p>	<p>Discussed – Go to 7</p>
<p>7. Okay, now let's talk about something else.</p> <p>Do you remember that having [[Care Coordinator please say "diabetes" and/or "a heart condition"]] increases your chances of getting sick from the flu or pneumonia during the next year?</p>	<p>Yes – skip to 9 No – go to 8</p>

<p>8. Having [[Care Coordinator please say “diabetes” and/or “a heart condition”]] does increase the chances of getting sick from the flu or pneumonia this year. Many people with [[Care Coordinator please say “diabetes” and/or “a heart condition”]] also tend to get sicker than other people when they get the flu or pneumonia.</p> <p>Your chances of getting sick or being in the hospital from the flu or pneumonia can be decreased if you get shots to protect you from the germs that cause them. Flu shots need to be repeated every year. Pneumonia shots are sometimes repeated if you haven’t had one in the past 5 years.</p>	Discussed – Go to 9
<p>9. [[Care Coordinator - please check previous response tab and the date. Based on the response and call date, has this member gotten a flu shot since the most recent September??]]</p> <p>[[If yes:]] You’ve already gotten your flu shot this year, is that right?</p> <p>[[If no or unsure:]] Have you gotten your flu shot yet this year?</p>	<p>Yes – go to 10</p> <p>No – skip to 11</p>
<p>10. Good job! [[Care Coordinator - if you are making this call in July or August, and the previous shot was last winter, you might encourage the member to plan to talk with the doctor about another flu shot this next autumn.]]</p>	Discussed – Skip to 12
<p>11. Getting your shot EVERY year can help keep you from getting real sick from the flu. Flu is the biggest problem between October and February. During your next doctor visit, talk with your doctor or nurse about when you need to get a flu shot.</p>	Discussed – Go to 12
<p>12. Have you had a pneumonia shot in the past 5 years?</p>	<p>Yes – go to 13</p> <p>No – skip to 14</p>
<p>13. Good job!</p>	Discussed – Skip to 64bb
<p>14. Getting a pneumonia shot can help keep you from getting real sick from pneumonia. At your next visit, ask your doctor or nurse if you should get a pneumonia shot.</p>	Discussed – Go to 64bb
<p>64bb. [[Care Coordinator – Please check the previous responses tab to determine if the member was asked the CVD intro questions in a previous call: If blank, then select Not asked If yes, then select Was asked, has CVD If no, then select Was asked, no CVD]]</p>	<p>Was asked – has CVD – go to A1</p> <p>Was asked – no CVD – go to A1</p> <p>Not asked – go to 64a</p>
<p>64a. Have you ever had a heart attack?</p>	<p>Yes Heart Attack – go to 64b</p> <p>No – go to 64b</p>
<p>64b. Have you ever had chest pain that your doctor said was “angina”?</p>	<p>Yes Angina – go to 64d</p> <p>No – go to 64c</p>
<p>64c. Have you ever had chest pain that your doctor said was caused</p>	Yes Chest Pain – go to 64d

by “heart disease” or “coronary disease”?	No – go to 64d
64d. Have you ever had a stroke?	Yes Stroke – go to 64e No – go to 64e
64e. Have you ever been told you had any of the following: a “minor stroke”, a “near stroke,” a “mini stroke,” or a “small stroke”?	Yes Near Stroke – go to 64f No – go to 64f
64f. Sometimes a near stroke is called a “T.I.A.” Have you ever been told that you had a “T.I.A.”?	Yes TIA – go to 64g No – go to 64g
64g. Have you ever had pain or difficulty in your legs that your doctor said was caused by problems with your “arteries” or “blood vessels” or “circulation”?	Yes Leg Pain – go to 64h No – go to 64h
64h. [[Care Coordinator -- If any of the responses to the previous 7 questions was yes, member has CVD. If all 7 responses were no, member does not have CVD.]]	Was asked CVD questions, has CVD – go to 64i Was asked CVD questions, no CVD – go to A1
64i. [[Care Coordinator – in the free text box below, please enter the CVD items the member confirmed]]	Free text – go to A1

IV. Select Script Topic(s)

For each call, the member gets to select a topic of conversation from either 1) Diet or 2) Exercise/Physical Activity.

Question / Statement	Answer Choices
<p>A1. Care Coordinator—Does this member have DM, CHF, DM and CHF, CVD only, CHF and CVD, DM and CVD or DM/CHF/CVD?</p>	<p>DM only - Go to A2 CHF only - Go to A3 CHF/CVD - Go to A3 DM/CHF - Go to A3 DM/CVD – Go to A2 DM/CHF/CVD – Go to A3 CVD only - Go to 5000</p>
<p>A2. You have a choice of three topics for us to talk about today, all designed for people who have diabetes. Which of these three would you like to talk about:</p> <p>One choice is preventing the complications of diabetes. Another choice is to talk about your diet. The third choice is to talk about exercise.</p>	<p>Preventing Complications – go to Diabetes q15 (page 14)</p> <p>Diet - go to Diabetes q201a (page 20)</p> <p>Exercise - go to Diabetes q301a (page 23)</p> <p>Refuses all topics (No CVD) – go to 456a</p> <p>Refuses all topics (Has CVD) – go to 5400</p>
<p>A3. You have a choice of topics for us to talk about today, all designed for people who have a heart condition.</p> <p>Would you like to talk about diet and food choices, or would you like to talk about exercise and physical activity?</p>	<p>Diet - go to CHF Diet 1 (page 8)</p> <p>Exercise - go to CHF Exercise 1 (page 10)</p> <p>Refuses CHF topics, has DM – go to A2</p> <p>Refuses all topics (No CVD) – go to 456a</p> <p>Refuses all topics (Has CVD) – go to 5400</p>

Indiana Chronic Disease Management Program (ICDMP)
Dietary Phone Script
For Patients with Heart Failure

Question / Statement	Answer Choices
1. Okay, let's talk about diet and food choices. I'd like to ask you a few questions first. Do you shop for food and prepare meals for your household by yourself or do you have help from someone else?	I shop and prepare meals by myself - go to 8 I have help with shopping and/or preparing meals - go to 2
2. Is the person who helps you with shopping or preparing meals at home right now?	Yes - go to 5 No - go to 2a
2a. Would you like to continue the call without your helper?	Yes - go to 8 No - go to 3
3. Can you give me a different time when I can call back so that the person who helps you can join us on the phone?	Free text to record the date and time when the patient would like to be called back then go to 4
4. [[Care Coordinator -- Please tell the patient you will call back at the requested time. Thank the patient for her/his time, select "Stop" and then proceed to the reschedule function.]]	Stop - Go to reschedule function screen.
5. Would you like to have that person come to the phone so I can talk to both of you about the best foods to eat for people with Heart Failure?	Yes - Wait for the other person to come to the phone then go to 8 No - Go to 6
6. Optional free text space for Care Coordinator.	Go to 7
7.If it is all right, I will talk to you alone about a diet that is best for people with Heart Failure. [[Care Coordinator – If it is not alright to talk alone with the member at this time, select “Stop” option to end call and proceed to reschedule function.]]	Yes - Go to 8 Stop - go to reschedule screen
8. Let's first talk about a diet that is low in salt – the best kind of diet for people with Heart Failure. Eating foods that have too much salt can allow extra fluid to build up in your body. You may notice swelling in your feet and legs when this happens. The extra fluid can make your heart work harder and make it harder to breathe. By weighing yourself each morning at about the same time, you can tell if you have extra fluid. Do you keep track of your weight each day?	Yes - go to 9 No - go to 9
9. Many doctors suggest to their patients with heart failure that they try to keep their daily weights in a certain, safe range. Have you and your doctor decided what the best weight for you would be, or what the range of OK weights for you might be?	Yes - Go to 9b No - Go to 9a
9a. This would be a good question for you to discuss with your doctor when you next see her/him.	Discussed - go to 10
9b. [[Care Coordinator—Please ask and then record (in the free	Free text - then go to 10

text space) the goal weight or weight range that the member mentioned.]]	
10. When you cook or eat a meal, you may be used to adding extra salt to your food with the saltshaker. It is best to prepare and eat your food without adding salt. There are ways to make food taste better without adding salt. Are you having any problems cutting down on the amount of salt in the foods you eat?	Yes - go to 12 No - go to 12
12. Choosing foods to eat that have less salt is better for people with Heart Failure. Fresh fruits and vegetables have less salt, while canned and frozen foods often contain a lot of salt. Also, when you go out to eat it is helpful to know which foods to avoid because they contain a lot of salt.	Discussed - go to 13
13. When you are shopping for food, it is best to check the labels to know how much salt is in the food you buy. There are other words on food labels that mean the same as salt; salt is also called sodium. Other words may be added to the word sodium, but they all mean that the food has salt in it.	Discussed - go to 14
14. When you have an appointment, your doctor or nurse can talk with you about salt in your diet or weighing yourself every day to see if you have extra fluid in your body. Let them know if you have questions about this. It helps to write down your questions before you go to the appointment so you can remember to ask them.	Discussed - go to 16
16. May I try to answer any questions that you have right now?	Free text space to record answer then go to 17
17. We will be sending you information about how to cut back on the amount of salt that is in the food you eat.	Discussed - go to 18
18. [[Note to Care Coordinator – If you would like the CHF/diet questions to end, please choose the “Yes” response. If you would like to ask any of the questions again, please go back now.]]	Yes - go to 19
19. [[Care Coordinator - Does this member have both diabetes and CHF?]]	Both - go to 20 CHF but not diabetes - go to 19a
19a. [[Care Coordinator - Does this member have CVD?]]	CVD - go to 5400 (page 34) No CVD - go to 456a
20. [[Care Coordinator - Please talk with the member about whether she/he is up to continuing on to a diabetes topic (of her/his choosing). If member is not continuing on with a diabetes topic, does this member have CVD?]]	Proceed with diabetes call topic - go to A2 CVD - go to 5400 (page 34) No CVD - go to 456a (smoking)

Indiana Chronic Disease Management Program (ICDMP)
Exercise and Physical Activity Phone Script
For Patients with Heart Failure

Question	Possible Answers
<p>1. I want to ask you how active you are. [[Care Coordinator:- if there is a previous YES response, you might start by saying:]] When we talked some time back you said that you were doing moderate physical activity.</p> <p>What about now - do you do:</p> <ul style="list-style-type: none"> - Little or no physical activity - Moderate physical activity, such as: brisk walking, gardening, dancing, or hard work around the house or yard - Vigorous physical activity or exercise, such as: jogging, playing tennis, or shoveling snow 	<p>Little or no physical activity - go to 2</p> <p>Moderate physical activity - go to 8</p> <p>Vigorous physical activity - go to 10</p>
<p>2. Are you likely to start doing more physical activity or exercise in the next 6 months?</p>	<p>Not very likely – go to 2a</p> <p>Somewhat likely – skip to 5</p> <p>Very likely – skip to 5</p>
<p>2a. Is there some reason that keeps you from doing any physical activity?</p>	<p>Yes - Go to 2b</p> <p>No / not sure - Go to 2c</p>
<p>2b. Please tell me a little about what keeps you from doing any physical activity.</p>	<p>Free text – then proceed to 2c</p>
<p>2c. [[Care Coordinator - based on the answers just given, please use your judgment as to where to go next: either skip to 17 (member to talk with doctor) or go to 3 (gives member a little encouragement to become more active)]]</p>	<p>Skip to 17 - go to 17</p> <p>Go to 3 - go to 3</p>
<p>3. Even people with heart failure can improve their quality of life by becoming more active. The activity doesn't have to be vigorous to give you benefits. Did you know that doctors and other health care workers recommend exercise or physical activity for people with heart failure?</p>	<p>Yes – go to 6</p> <p>No – go to 4</p>
<p>4. Exercising may make it easier for you to do the things you want to do, such as taking care of daily household tasks or enjoying hobbies in your free time. Before you start an exercise program, please check with your doctor about your plans. Would you like us to send you written information about the benefits of physical activity for people with heart failure?</p>	<p>Yes—Send “Healthy Heart - Increasing Lifestyle Activity” and go to 7</p> <p>No – go to 14</p>
<p>5. Are you likely to begin to do more exercise or physical activity in the next 30 days?</p>	<p>Yes – go to 7</p> <p>No – go to 6</p>
<p>6. Exercising may make it easier for you to do the things you want to do, such as taking care of daily household tasks or enjoying hobbies in your free time. Would you like us to send you written information about the benefits of physical activity for people with heart failure?</p>	<p>Yes – Send “Healthy Heart - Increasing Lifestyle Activity” and go to 13</p> <p>No – go to 7</p>

<p>7. Think about activities or exercise you may have done in the past. It helps to remember how you were able to be active, even though the activities may need to be changed to fit into your current lifestyle. It may also help you to talk with your doctor about marking a date on the calendar when you will start doing more activity. Tell a friend or family member about your plan to be more active. Please remember that before you start or increase your exercise program, it is important to check with your doctor about your plans.</p>	<p>Discussed – go to 13</p>
<p>8. [[Care Coordinator - If there is a previous response please say:]] When we talked some time back, you said that you did moderate physical activity _____ days a week. Has this changed?</p> <p>[[Care Coordinator - if no change, please select the same number of days as the answer now. If it has changed, please ask how many days a week now.]]</p> <p>[[If there is not a previous response available, please say:]] Great, how many days a week do you do moderate physical activity?</p>	<p>0 days - go to 9b 1 - 4 days - go to 9 5 - 7 days - go to 12</p>
<p>9. That’s good that you do some activity. However, moderate physical activity or exercise is recommended 5 to 7 days a week. Please remember that before you start or increase your exercise program, it is important to check with your doctor about your plans.</p>	<p>Discussed - go to 12</p>
<p>9b. Moderate physical activity or exercise is recommended 5 to 7 days a week. Please remember that before you start or increase your exercise program, it is important to check with your doctor about your plans.</p>	<p>Discussed - go to 12</p>
<p>10. Great, how many days a week do you do vigorous physical activity?</p>	<p>0 days - go to 10b 1 - 2 days - go to 11a 3 - 7 days - go to 12</p>
<p>10b. Vigorous physical activity is recommended 3 to 5 days a week. Please remember that before you start or increase your exercise program, it is important to check with your doctor about your plans.</p>	<p>Discussed - go to 11</p>
<p>11a. It is good that you do some activity. However, vigorous physical activity or exercise is recommended 3 to 5 days a week. Please remember that before you start or increase your exercise program, it is important to check with your doctor about your plans.</p>	<p>Discussed - go to 11</p>
<p>11. Would you like us to send you written information about the benefits of exercise for people with heart failure?</p>	<p>Yes – Send “Healthy Heart - Increasing Lifestyle Activity” and go to 12 No – go to 12</p>

<p>12. You will get the most benefit from doing physical activity or exercise for at least 30 minutes; however, the activity doesn't need to be done all at the same time. Please remember that before you increase your exercise program, it is important to check with your doctor about your plans. It may be helpful to have a place to write down what activities you are doing. Then you can bring it with you the next time you have an appointment with the doctor or nurse.</p>	<p>Discussed - go to 13</p>
<p>13. There are ways to make it easier to be physically active. One of these is having someone support you with this special effort. Tell a family member or friend about your interest in physical activity so they can encourage you or even exercise with you. It is also helpful to have the support of your doctor or nurse, so let them know that this is important to you at your next appointment.</p>	<p>Discussed - go to 14</p>
<p>14. Physical activity or exercise is something good you can do for yourself. Another idea to help you become more active on a regular basis is to give yourself a reward or something to look forward to. This can be something simple, such as allowing yourself half an hour time for a special hobby on every day that you exercise, or watching a movie on the weekend as a reward for doing something active every day of the week.</p>	<p>Discussed - go to 15</p>
<p>15. Think about the things that make it hard for you to be more active so you can consider ways to take control of these things. For example, you may feel you don't have enough time to set aside to exercise, so you will need to find a way to work the activity into your daily routine. Think about different things you have available to help you be more active. Think about walking with a friend, for safety. You also might think about mall walking, if one is close.</p>	<p>Discussed - go to 16</p>
<p>16. It's important to remember that exercise or physical activity does not have to be extreme to give you benefits. The right amount of exercise should make you feel that you are working "somewhat hard" and that if someone were to ask you a question, you could answer. If you can sing or whistle while you are exercising, you are not working hard enough, but if you are too short of breath to talk, then you are working too hard.</p>	<p>Discussed - go to 17</p>
<p>17. When you have an appointment, your doctor or nurse can talk with you about physical activity if you let them know that you have questions about this. It helps to write down your questions before you go to the appointment so that you can remember to ask</p>	<p>Discussed - then go to 18</p>

them.	
18. May I try to answer any questions that you have right now?	Free text - then go to 19
19. [[Care Coordinator - Please review and discuss the educational materials that the member will be receiving.]]	Discussed - go to 20
20. [Note to Care Coordinator – If you would like the CHF/activity questions to end, please choose the “Yes” response. If you would like to ask any of the questions again, please go back now.]	Yes – go to 21
21. [[Care Coordinator - Does this member have both diabetes and CHF?]]	Both - go to 22 CHF but not diabetes - go to 21a
21a. [[Care Coordinator - Does this member have CVD?]]	CVD - go to 5400 (page 34) No CVD - go to 456a (smoking)
22. [[Care Coordinator - Please talk with the member about whether she/he is up to continuing on to a diabetes topic (of her/his choosing). If member is not continuing on with a diabetes topic, does this member have CVD?]] [[If you do proceed, when you get to the next item (A2—the diabetes menu), please do not offer the member the choice of the exercise topic (since you just discussed the exercise topic. Instead just offer the other available choices.)]]	Proceed with diabetes call topic - go to A2 CVD - go to 5400 (page 34) No CVD - go to 456a (smoking)

All branches return to this ending (PHQ-8)

Question	Possible Answer
110a1. We are almost done with our call. I have just a few more questions about how you are feeling, “over all.” Many people that I talk to who have chronic health problems feel down or depressed from time to time. This is important to know, because feeling this way can affect your life in many ways and can make it harder for you to take the best care of yourself. In responding to each of these next questions, I would like you to think about how you have been feeling in the last two weeks – just the last two weeks.	Discussed – go to 110phq8q1
110phq8q1. Over the last two weeks, how often have you been bothered by feeling down, depressed, or hopeless?	Not at all – go to 110phq8q2b [0] Several days – go to 110phq8q2a [1] More than half the days – go to 110phq8q2a [2] Nearly every day – go to 110phq8q2a [3]

<p>110phq8q2a. How often have you been bothered by little interest or pleasure in doing things?</p>	<p>Not at all – go to 110phq8q3 [0] Several days – go to 110phq8q3 [1] More than half the days – go to 110phq8q3 [2] Nearly every day – go to 110phq8q3 [3]</p>
<p>110phq8q2b. How often have you been bothered by little interest or pleasure in doing things?</p>	<p>Not at all – go to 64 [0] Several days – go to 110phq8q3 [1] More than half the days – go to 110phq8q3 [2] Nearly every day – go to 110phq8q3 [3]</p>
<p>110phq8q3. How often have you been bothered by trouble falling or staying asleep, or sleeping too much?</p>	<p>Not at all – go to 110phq8q4 [0] Several days – go to 110phq8q4 [1] More than half the days – go to 110phq8q4 [2] Nearly every day – go to 110phq8q4 [3]</p>
<p>110phq8q4. How often have you been bothered by feeling tired or having little energy?</p>	<p>Not at all – go to 110phq8q5 [0] Several days – go to 110phq8q5 [1] More than half the days – go to 110phq8q5 [2] Nearly every day – go to 110phq8q5 [3]</p>
<p>110phq8q5. How often have you been bothered by poor appetite or overeating?</p>	<p>Not at all – go to 110phq8q6 [0] Several days – go to 110phq8q6 [1] More than half the days – go to 110phq8q6 [2] Nearly every day – go to 110phq8q6 [3]</p>
<p>110phq8q6. How often have you been bothered by feeling bad about yourself—or that you are a failure or have let yourself or your family down?</p>	<p>Not at all – go to 110phq8q7 [0] Several days – go to 110phq8q7 [1] More than half the days – go to 110phq8q7 [2]</p>

	Nearly every day – go to 110phq8q7 [3]
110phq8q7. How often have you been bothered by trouble concentrating on things, such as reading the newspaper or watching television?	Not at all – go to 110phq8q8 [0] Several days – go to 110phq8q8 [1] More than half the days – go to 110phq8q8 [2] Nearly every day – go to 110phq8q8 [3]
110phq8q8. How often have you been bothered by moving or speaking so slowly that other people could have noticed. Or the opposite—being so fidgety or restless that you have been moving around a lot more than usual?	Not at all – go to 110x [0] Several days – go to 110x [1] More than half the days – go to 110x [2] Nearly every day – go to 110x [3]
110x. You just told me that you have been bothered by at least some problems during the past two weeks that could be related to being down or depressed. How difficult have these problems made it for you to do your work, take care of things at home, or get along with other people?	Not difficult at all – go to 111 Somewhat difficult – go to 111 Very difficult – go to 111 Extremely difficult – go to 111
111. A lot of people with [[Care Coordinator – say member’s condition(s)]] feel down or depressed from time to time. Sometimes these feelings come and go. Other times they stay around and can cause big problems. It is important to talk to your doctor about these feelings. She/he can help decide if you need to be treated to help make the symptoms go away. She/he can also help decide if the feelings are affecting how well you are able to take care of yourself. Your doctor might not know about these feelings unless you tell her/him. Be sure to write this down and talk to her/him about these feelings at your next doctor visit.	Discussed – go to 111a
111a[[Care Coordinator, please look at the total PHQ-8 score -CDMS should have added it up automatically for you, and the sum is currently visible to you in the “Assessment Score” rectangle on your CDMS screen. Select the value from the drop-down list. Please do not mention score to member.]]]	1 through 24 – go to 64

Summary review and “was this call helpful” section

Question	Possible Answer
64.) [[Note to Care Coordinator – Please review the one-page summary and let the member know that you will mail the summary along with the educational materials.]]	Discussed – go to 65 Omit – go to 65
65.) Before finishing this call, we want to ask you whether you found our conversation to be helpful.	Yes – go to 66 No – go to 67
66.) What part of the call was most interesting or helpful to you?	Free text – then go to 67
67.) What part of the call was least interesting or least helpful?	Free text – then go to 67b

End Call Section

Question	Possible Answer
67b.) [[Care Coordinator – would you like a free text space for additional comments?]]	Yes – go to 68 No – go to 69
68.) [[Care Coordinator - Additional Comments here if needed.]]	Free text – then go to 69
69.) We will call you back in about 3 months to ask you more questions about your health and health care and to see how we might help. When is the best time of day to call?	Free text space to record answer then go to 69a
69a.) Before we hang up, there is one thing that we are mentioning to everyone that we call. We hope that this does not happen, but if between now and the next time we call, you get hospitalized, please call us and let us know when you get home. This will help us to better meet your needs.	Discussed – go to 70
70.) [[Note to Care Coordinator – If you would like the assessment to end, please choose the “Okay” response. If you would like to ask any of the questions again, please go back now.]]	Okay – go to “complete” screen
71.) Call Ends	

**Scripts: Calls 3, 4, and 5
For Patients with Diabetes Mellitus**

I. Introduction and Solidarity-Building Section for ALL Calls (3, 4, and 5)

<p>I. Hello, may I speak with [[member’s name]]? Hi [[member’s name]], this is [[Care Coordinator’s name]]. I am a Care Coordinator with the Indiana Chronic Disease Management Program. This is a free added benefit to your Medicaid Select health insurance. We spoke with you in [[month of last assessment]] about your health. Do you remember speaking with us?</p>	<p>Yes – Go to Oab No – Go to Oaa Refuses to participate – Go to 2000</p>
<p>Oaa. We offer a free educational program to ensure you are receiving the best care for your chronic disease and to help you make informed decisions about your healthcare.</p>	<p>Discussed – Go to Oab</p>
<p>Oab. Today I would like to ask you a few more questions and send you some educational materials.</p>	<p>Discussed – Go to II</p>
<p>II. “Could we get started? “ [If yes – click continue.] [If no – then say] “We understand that you may be very busy. Please give me a time that would work better for you when I could call back to talk more.” [[Care Coordinator - Select “Stop” to end call and use reschedule function to record date/time when member would like a call back.]]</p>	<p>Continue – Go to Oac Stop - Go to reschedule function And set date and time of call back. Refuses to participate – Go to 2000</p>
<p>Oac. I need to verify your address, date of birth or the last 4 digits of your SS#. [[Verify phone number if inbound call.]]</p>	<p>Verified HIPAA – Go to Oad</p>
<p>Oad. During this call, we will be asking you different types of questions. If your responses indicate that depression might be an issue or concern for you, we would like to share that information with your doctor so that he/she can help you. Is this ok with you? [[Care Coordinator – if member says No, then say:]] That’s fine, we’re here to help with communication between you and your doctor.</p>	<p>Yes – go to Obb No – go to Obb</p>
<p>Obb. We have talked with several thousand people. Many of them say that they have problems getting their medicines on time or taking their medicines on time. [[Care Coordinator - Please check previous responses tab.]] [[If YES answers there, please say:]] The last time we spoke, you said that you were having problems getting your medicines on time or taking your medicines on time. Is this still a problem? [[If NO answers there, please say:]] The last time we spoke, you said that you were not having problems getting your medicines on time or taking your medicines on time. Are you having problems</p>	<p>Yes – problems – Go to Oc No problems – Go to Oc Not supposed to be taking any medications – Go to Occ</p>

now?	
Occ. [[Care Coordinator – Please check previous responses tab for the results to the question “Do you take any medications?” If that answer was “yes”, please mention that to the member and talk more with the member to confirm whether or not member should be on meds.]]	Not on meds – Go to 1 Is on meds – Go to Oc
Oc. [[Care Coordinator – Please check previous responses tab.]] [[If YES answers there, please say:]] The last time we spoke, you said that you had run out of your medications. Is this still a problem? [[If NO answers there, please say:]] The last time we spoke, you said that you had not run out of your medications. Have you run out of your medications since then?	Yes, out of meds – Go to 1 No, not out of meds– Go to 1

Refuses to Participate Section

Question	Possible Answer
2000. This is a voluntary program. We will be sending you a letter to confirm that you are choosing not to participate. This letter has our toll-free number in case you change your mind and want to call us. You can join our program at anytime. I could also give you our website address if you have access to the Internet and would like to read about our program.	Discussed – go to 70

III. All members get these questions before the “branching”

Question	Possible Answers
1. I wanted to review a few things that we talked about last time. Many patients are still having some difficulties with their medicines, so this will let me know if there is anything else we can do to help. [[Care Coordinator - please check previous responses tab]] [[If any YES answers there, please say:]] The last time we spoke, you said that you were having difficulty talking about medications with your doctor or nurse DURING your appointments. Is this still a problem? [[If all NO answers there, or previous responses tab is BLANK, please say:]] The last time we spoke, you said you did not have any difficulty talking about medications with your doctor or nurse during your appointments. Is this still how you feel?	Has difficulty – go to 4a No difficulty – skip to 5
4a. We all know that most doctors and nurses are very busy. Even if your doctor or nurse is busy, it doesn't mean that your questions	Discussed – Go to 5

<p>aren't important. Because your doctor or nurse might only have a small amount of time to talk about new problems, some simple "tips" might help you talk about the things that are most important to you:</p> <ol style="list-style-type: none"> 1.) Write down your questions before going to see your doctor or nurse. 2.) If you have several questions, make a list. Put the most important questions at the top of your list. 3.) Hand your list to your doctor or nurse at the start of your next visit. 4.) If there isn't enough time to talk about more than 2 or 3 questions, be ready to ask for another appointment or a visit with a nurse. At this second visit you could talk about other problems that you don't have time to talk about during your visit. 	
<p>5. Many patients also tell me that they sometimes have trouble taking all of their medicines.</p> <p>[[Care Coordinator – please check previous responses tab.]]</p> <p>[[If YES, then please say:]] The last time we spoke you said that you sometimes have difficulty taking all of your medicines. Is this still a problem?</p> <p>[[If NO or BLANK, then please say:]] The last time we spoke you said that you never miss taking your medicines.</p> <p>What about in the last month, have you EVER missed taking one of your medicines, even just one pill or shot?</p>	<p>Yes – go to 6 No – skip to 7</p>
<p>6. We have found that there are 2 very easy things that can help you take all of your medicines every day.</p> <p>First, ask your doctor or nurse to help you make a list of your medicines.</p> <p>Second, ask your doctor or nurse if she can help you to use a pill organizer, calendar, or pillbox to help you take all of your medicines every day.</p> <p>If you are already doing both of these things, but you are still having problems, add this to your list of things to talk about with your doctor or nurse during your next visit.</p>	<p>Discussed – Go to 7</p>
<p>7. Okay, now let's talk about something else.</p> <p>Do you remember that having [[Care Coordinator please say "diabetes" and/or "a heart condition"]] increases your chances of getting sick from the flu or pneumonia during the next year?</p>	<p>Yes – skip to 9 No – go to 8</p>

<p>8. Having [[Care Coordinator please say “diabetes” and/or “a heart condition”]] does increase the chances of getting sick from the flu or pneumonia this year. Many people with [[Care Coordinator please say “diabetes” and/or “a heart condition”]] also tend to get sicker than other people when they get the flu or pneumonia.</p> <p>Your chances of getting sick or being in the hospital from the flu or pneumonia can be decreased if you get shots to protect you from the germs that cause them. Flu shots need to be repeated every year. Pneumonia shots are sometimes repeated if you haven’t had one in the past 5 years.</p>	<p>Discussed – Go to 9</p>
<p>9. [[Care Coordinator - please check previous response tab and the date. Based on the response and call date, has this member gotten a flu shot since the most recent September??]]</p> <p>[[If yes:]] You’ve already gotten your flu shot this year, is that right?</p> <p>[[If no or unsure:]] Have you gotten your flu shot yet this year?</p>	<p>Yes – go to 10 No – skip to 11</p>
<p>10. Good job! [[Care Coordinator - if you are making this call in July or August, and the previous shot was last winter, you might encourage the member to plan to talk with the doctor about another flu shot this next autumn.]]</p>	<p>Discussed – Skip to 12</p>
<p>11. Getting your shot EVERY year can help keep you from getting real sick from the flu. Flu is the biggest problem between October and February. During your next doctor visit, talk with your doctor or nurse about when you need to get a flu shot.</p>	<p>Discussed – Go to 12</p>
<p>12. Have you had a pneumonia shot in the past 5 years?</p>	<p>Yes – go to 13 No – skip to 14</p>
<p>13. Good job!</p>	<p>Discussed – Skip to 64bb</p>
<p>14. Getting a pneumonia shot can help keep you from getting real sick from pneumonia. At your next visit, ask your doctor or nurse if you should get a pneumonia shot.</p>	<p>Discussed – Go to 64bb</p>
<p>64bb. [[Care Coordinator – Please check the previous responses tab to determine if the member was asked the CVD intro questions in a previous call: If blank, then select Not asked If yes, then select Was asked, has CVD If no, then select Was asked, no CVD]]</p>	<p>Was asked – has CVD – go to A1 Was asked – no CVD – go to A1 Not asked – go to 64a</p>
<p>64a. Have you ever had a heart attack?</p>	<p>Yes Heart Attack – go to 64b No – go to 64b</p>
<p>64b. Have you ever had chest pain that your doctor said was “angina”?</p>	<p>Yes Angina – go to 64d No – go to 64c</p>
<p>64c. Have you ever had chest pain that your doctor said was caused</p>	<p>Yes Chest Pain – go to 64d</p>

by “heart disease” or “coronary disease”?	No – go to 64d
64d. Have you ever had a stroke?	Yes Stroke – go to 64e No – go to 64e
64e. Have you ever been told you had any of the following: a “minor stroke”, a “near stroke,” a “mini stroke,” or a “small stroke”?	Yes Near Stroke – go to 64f No – go to 64f
64f. Sometimes a near stroke is called a “T.I.A.” Have you ever been told that you had a “T.I.A.”?	Yes TIA – go to 64g No – go to 64g
64g. Have you ever had pain or difficulty in your legs that your doctor said was caused by problems with your “arteries” or “blood vessels” or “circulation”?	Yes Leg Pain – go to 64h No – go to 64h
64h. [[Care Coordinator -- If any of the responses to the previous 7 questions was yes, member has CVD. If all 7 responses were no, member does not have CVD.]]	Was asked CVD questions, has CVD – go to 64i Was asked CVD questions, no CVD – go to A1
64i. [[Care Coordinator – in the free text box below, please enter the CVD items the member confirmed]]	Free text – go to A1

IV. Select Script Topic(s)

For each call, the member gets to select a topic of conversation from either 1) Diet, 2) Exercise/Physical Activity, or 3) Preventing Complications.

Question / Statement	Answer Choices
<p>A1. Care Coordinator—Does this member have DM, CHF, DM and CHF, CVD only, CHF and CVD, DM and CVD or DM/CHF/CVD?</p>	<p>DM only - Go to A2 CHF only - Go to A3 CHF/CVD - Go to A3 DM/CHF - Go to A3 DM/CVD – Go to A2 DM/CHF/CVD – Go to A3 CVD only - Go to 5000</p>
<p>A2. You have a choice of three topics for us to talk about today, all designed for people who have diabetes. Which of these three would you like to talk about:</p> <p>One choice is preventing the complications of diabetes. Another choice is to talk about your diet. The third choice is to talk about exercise.</p>	<p>Preventing Complications – go to Diabetes q15 (page 14)</p> <p>Diet - go to Diabetes q201a (page 20)</p> <p>Exercise - go to Diabetes q301a (page 23)</p> <p>Refuses all topics (No CVD) – go to 456a</p> <p>Refuses all topics (Has CVD) – go to 5400</p>
<p>A3. You have a choice of topics for us to talk about today, all designed for people who have a heart condition.</p> <p>Would you like to talk about diet and food choices, or would you like to talk about exercise and physical activity?</p>	<p>Diet - go to CHF Diet 1 (page 8)</p> <p>Exercise - go to CHF Exercise 1 (page 10)</p> <p>Refuses CHF topics, has DM – go to A2</p> <p>Refuses all topics (No CVD) – go to 456a</p> <p>Refuses all topics (Has CVD) – go to 5400</p>

Indiana Chronic Disease Management Program (ICDMP)
Dietary Phone Script
For Patients with Diabetes

Question	Possible Answers
<p>201a. Okay, let's talk about the foods that you eat. Before we talk about how changes in the foods that you eat might help you to control your diabetes, I need to understand the types of foods that you eat right now.</p> <p>In the last seven days, how many days did you eat sweets or desserts, such as candy bars, sweet cereals, cookies or donuts?</p>	<p>0 days - go to 216 1 - 7 days - go to 215</p>
<p>215. For many of us it is hard to say no to sweets, but sweets can raise our blood sugar and make us gain weight. Cutting back does not mean we have to take all sweets out of our lives. If you do treat yourself, try a small serving of fresh fruit, diabetic desserts or sugar-free Jell-O. Eating this way is difficult at first, so ask your family and friends for help and support. If you feel you just HAVE TO HAVE dessert, then eat less DURING your meal.</p>	<p>Discussed – Skip to 217</p>
<p>216. Great! It sounds like you are doing a good job staying away from sweets.</p>	<p>Discussed – Go to 217</p>
<p>217. In the last seven days, how many days did you drink more than a cup or can of sweetened drinks like regular sodas, lemonade, fruit juices, or coffee with sugar?</p>	<p>0 days – go to 219 1 - 7 days - go to 218</p>
<p>218. Sweetened drinks taste good and are easy to buy; they are not good for your diabetes. Try to drink diet sodas, water, and sugar-free juices. If you drink tea or coffee, you can use artificial sweeteners like sweet n' low or equal instead of sugar. If you drink fruit juice such as orange juice, do not drink more than 1 cup a day.</p>	<p>Discussed – Skip to 220</p>
<p>219. Great! It sounds like you are doing a good job staying away from sweetened drinks.</p>	<p>Discussed – Go to 220</p>
<p>220. In the last 7 days, how many days did your meals include foods such as fresh fruits and vegetables?</p>	<p>0 - 3 days - go to 221 4 - 6 days - go to 222 7 days - go to 223</p>
<p>221. Eating these foods can help control your diabetes and can make you feel better.</p> <p>Sometimes it helps to picture what your dinner plate usually looks like. Try not to fill your plate more than one time during each meal. First, you should try your best to save HALF of your plate for vegetables. Next, split the other half into your meat and your starches. The meat part can be lean beef, chicken, fish, or tofu. The starch part can be things like potatoes, rice, pasta, or bread. You may also have a piece of fruit and a glass of low-fat or non-fat milk or yogurt. Eating this way can help you control your diabetes and can make you feel better.</p>	<p>Discussed – Skip to 224</p>

<p>222. If you've heard that eating fruits and vegetables is good for you, it is true! Eating these foods can help control your diabetes, help your digestion, lower your cholesterol, and reduce your risk for heart attacks and strokes. Try eating FRESH fruits and vegetables with each meal.</p>	<p>Discussed – Skip to 224</p>
<p>223. Good for you! Eating these foods can help control your diabetes, help your digestion, and lower your cholesterol.</p>	<p>Discussed – Go to 224</p>
<p>224. In the last 7 days, how many days did your meals or snacks include high fat foods like butter, chips, mayonnaise, deep-fried foods, lard, or meat with fat or skin?</p>	<p>0 – 2 days – go to 226 3 – 7 days – go to 225</p>
<p>225. We all like foods that are fried, rich, or creamy, but this can quickly lead us to eat too much fat. Small changes in what we eat can have even greater changes in our health. These changes don't always mean you have to give up all of your favorite foods. For example, instead of fat from meat, butter, lard, or shortening, use vegetable oils like olive oil or canola oil. Instead of frying foods, try baking, broiling, grilling, steaming, or microwaving. When eating meat, take off the skin and any fat. The size of the piece of meat should be no larger than the palm of your hand.</p>	<p>Discussed – Skip to 227</p>
<p>226. It sounds like you are doing a good job avoiding fats. Keep up the good work!</p>	<p>Discussed – Go to 227</p>
<p>227. In the last seven days, how many days did you eat "fast-foods" such as McDonalds, KFC, Taco Bell, Taquerias, or Asian fast-food?</p>	<p>0 – 2 days – go to 229 3 – 7 days – go to 228</p>
<p>228. Many of us come home from work or school and find it easier to order food or to go out to dinner. Even though this might be easier than cooking, food from fast food restaurants is often too greasy and too salty. Many people with diabetes find that cooking healthier meals at home not only saves money, but they also begin to lose weight and feel better.</p> <p>If you still decide to eat fast foods once and a while, following these simple rules can still help keep you from gaining weight or losing control of your diabetes:</p> <ol style="list-style-type: none"> a. Eat grilled or baked chicken, meat, or fish. The size of the piece of meat should be no larger than the palm of your hand. b. Instead of regular, fried burgers, eat grilled chicken, or turkey or veggie burgers with no cheese and just a little mayonnaise. c. Try not to use sweet sauces like catsup or BBQ sauce. d. Try ordering a small hamburger or a small sandwich bun. e. If you order french fries, eat only a few. f. Try not to snack on chips or tortillas while waiting for your meal, or eat only one or two, instead of several. 	<p>Discussed – Skip to 230</p>
<p>229. Great! Staying away from fast foods can help keep you from gaining extra pounds and can help you control your diabetes.</p>	<p>Discussed – Go to 230</p>

230. In the last 12 months, have you seen a dietitian or nutritionist?	Yes – skip to 231a No – go to 231
231. Eating all the right kind of foods can be difficult. Talking to a dietician or nutritionist can help you and your family learn more about eating the foods that are best for you. During your next visit, ask your doctor or nurse if you can talk to a dietitian or nutritionist.	Discussed – go to 231a
231a. We will be sending you more information about the foods that are best for you.	Discussed - go to 231b
231b. [[Care Coordinator - Does this member have CVD?]]	CVD - go to 5400 (page 34) No CVD - go to 456a (smoking)

Indiana Chronic Disease Management Program (ICDMP)
Exercise & Physical Activity Phone Script
For Patients with Diabetes

Question	Possible Answers
<p>301a. I want to ask you how active you are. [[Care Coordinator:- if there is a previous YES response, you might start by saying:]] When we talked some time back you said that you were doing moderate physical activity.</p> <p>What about now - do you do: - Little or no physical activity - Moderate physical activity, such as: brisk walking, gardening, dancing, or hard work around the house or yard</p> <p>- Vigorous physical activity or exercise, such as: jogging, playing tennis, or shoveling snow</p>	<p>Little or no physical activity - go to 2</p> <p>Moderate physical activity - go to 8</p> <p>Vigorous physical activity - go to 10</p>
2. Are you likely to start doing more physical activity or exercise in the next 6 months?	<p>Not very likely – go to 2a</p> <p>Somewhat likely – skip to 5</p> <p>Very likely – skip to 5</p>
2a. Is there some reason that keeps you from doing any physical activity?	<p>Yes - Go to 2b</p> <p>No / not sure - Go to 2c</p>
2b. Please tell me a little about what keeps you from doing any physical activity.	Free text – then proceed to 2c
2c. [[Care Coordinator - based on the answers just given, please use your judgment as to where to go next: either skip to 17 (member to talk with doctor) or go to 3 (gives member a little encouragement to become more active)]]	<p>Skip to 17 - go to 17</p> <p>Go to 3 - go to 3</p>
3. Even people with diabetes can improve their quality of life by becoming more active. The activity doesn't have to be vigorous to give you benefits. Did you know that doctors and other health care workers recommend exercise or physical activity for people with diabetes?	<p>Yes – go to 6</p> <p>No – go to 4</p>
4. Exercising may make it easier for you to do the things you want to do, such as taking care of daily household tasks or enjoying hobbies in your free time. Before you start an exercise program, please check with your doctor about your plans. Would you like us to send you written information about the benefits of physical activity for people with diabetes?	<p>Yes - Send Developing an Exercise Program and go to 7</p> <p>No – go to 14</p>
5. Are you likely to begin to do more exercise or physical activity in the next 30 days?	<p>Yes – go to 7</p> <p>No – go to 6</p>
6. Exercising may make it easier for you to do the things you want to do, such as taking care of daily household tasks or enjoying hobbies in your free time. Would you like us to send you written information about the benefits of physical activity for people with diabetes?	<p>Yes – Send Developing an Exercise Program and go to 13</p> <p>No – go to 7</p>

<p>7. Think about activities or exercise you may have done in the past. It helps to remember how you were able to be active, even though the activities may need to be changed to fit into your current lifestyle. It may also help you to talk with your doctor about marking a date on the calendar when you will start doing more activity. Tell a friend or family member about your plan to be more active. Please remember that before you start or increase your exercise program, it is important to check with your doctor about your plans.</p>	<p>Discussed – go to 13</p>
<p>8. [[Care Coordinator - If there is a previous response, please say:]] When we talked some time back, you said that you did moderate physical activity _____ days a week. Has this changed? [[Care Coordinator - if no change, please select the same number of days as the answer now. If it has changed, please ask how many days a week now.]]</p> <p>[[If there is not a previous response available, please say:]] Great, how many days a week do you do moderate physical activity?</p>	<p>0 days - go to 9b 1 - 4 days - go to 9 5 - 7 days - go to 12</p>
<p>9. That’s good that you do some activity. However, moderate physical activity or exercise is recommended 5 to 7 days a week. Please remember that before you start or increase your exercise program, it is important to check with your doctor about your plans.</p>	<p>Discussed - go to 12</p>
<p>9b. Moderate physical activity or exercise is recommended 5 to 7 days a week. Please remember that before you start or increase your exercise program, it is important to check with your doctor about your plans.</p>	<p>Discussed - go to 12</p>
<p>10. Great, how many days a week do you do vigorous physical activity?</p>	<p>0 days - go to 10b 1 – 2 days - go to 11a 3 – 7 days - go to 12</p>
<p>10b. Vigorous physical activity is recommended 3 to 5 days a week. Please remember that before you start or increase your exercise program, it is important to check with your doctor about your plans.</p>	<p>Discussed - go to 11</p>
<p>11a. It is good that you do some activity. However, vigorous physical activity or exercise is recommended 3 to 5 days a week. Please remember that before you start or increase your exercise program, it is important to check with your doctor about your plans.</p>	<p>Discussed - go to 11</p>
<p>11. Would you like us to send you written information about the benefits of exercise for people with diabetes?</p>	<p>Yes – Send Developing an Exercise Program and go to 12 No – go to 12</p>
<p>12. You will get the most benefit from doing physical activity or exercise for at least 30 minutes; however, the activity doesn’t need</p>	<p>Discussed - go to 13</p>

to be done all at the same time. Please remember that before you increase your exercise program, it is important to check with your doctor about your plans. It may be helpful to have a place to write down what activities you are doing. Then you can bring it with you the next time you have an appointment with the doctor or nurse.	
13. There are ways to make it easier to be physically active. One of these is having someone support you with this special effort. Tell a family member or friend about your interest in physical activity so they can encourage you or even exercise with you. It is also helpful to have the support of your doctor or nurse, so let them know that this is important to you at your next appointment.	Discussed - go to 14
14. Physical activity or exercise is something good you can do for yourself. Another idea to help you become more active on a regular basis is to give yourself a reward or something to look forward to. This can be something simple, such as allowing yourself half an hour time for a special hobby on every day that you exercise, or watching a movie on the weekend as a reward for doing something active every day of the week.	Discussed - go to 15
15. Think about the things that make it hard for you to be more active so you can consider ways to take control of these things. For example, you may feel you don't have enough time to set aside to exercise, so you will need to find a way to work the activity into your daily routine. Think about different things you have available to help you be more active. Think about walking with a friend, for safety. You also might think about mall walking, if one is close.	Discussed - go to 16
16. It's important to remember that exercise or physical activity does not have to be extreme to give you benefits. The right amount of exercise should make you feel that you are working "somewhat hard" and that if someone were to ask you a question, you could answer. If you can sing or whistle while you are exercising, you are not working hard enough, but if you are too short of breath to talk, then you are working too hard.	Discussed - go to 17
17. When you have an appointment, your doctor or nurse can talk with you about physical activity if you let them know that you have questions about this. It helps to write down your questions before you go to the appointment so that you can remember to ask them.	Discussed - then go to 18
18. May I try to answer any questions that you have right now?	Free text - then go to 19
19. [[Care Coordinator - Please review and discuss the educational materials that the member will be receiving.]]	Discussed - go to 19a
19a. [[Care Coordinator - Does this member have CVD?]]	Yes - Go to 5400 (page 34) No - Go to 20
20. [Note to Care Coordinator – If you would like the diabetes questions to end, please choose the “Yes” response. If you would	Yes – go to 456a (smoking)

like to ask any of the questions again, please go back now.]	
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Smoking Section

456a.I just want to talk for a moment about two other things.	Discussed – Go to 457
457. Have you smoked a cigarette- even one puff- during the past 7 days? [[Care Coordinator - please check previous responses tab.]]	Yes – go to 458 No – skip to 110a1 (PHQ8)
458. If you are a smoker, you have probably heard many times that smoking can be bad for your health. Adding smoking to [[Care Coordinator - please say “diabetes” or a “heart condition”]] is like adding gasoline to a fire. Quitting smoking can do more than almost anything else to decrease your chances of a heart attack or stroke, or [[if the member has diabetes]] “losing a foot or limb.” Even if you are motivated, quitting smoking is very hard to do. Most patients who have been able to quit have found it helpful to involve their doctor or nurse. Your doctor or nurse may be able to recommend a tobacco counselor or a class about quitting. When counselors or classes are added to tobacco quitting medicines from your doctor, most patients find it easier to quit. If you’ve been thinking about quitting smoking, definitely talk to your doctor or nurse about it during your next visit.	Discussed – go to 110a1 (PHQ8)

Indiana Chronic Disease Management Program (ICDMP)
Preventing Complications Phone Script
For Patients with Diabetes

Question	Possible Answers
15. Please tell me what you know about the problems that diabetes can cause.	Asked - go to 15a
15a. [[Care Coordinator - If the member mentioned blindness, kidney failure/dialysis, or foot/leg problems/amputation, or heart attack or stroke, please give positive feedback—tell her/him that it is good that she/he knows about the complications mentioned.]]	Member mentioned 3 or 4 areas; positive feedback given - go to 17 Member mentioned 1 or 2 areas; positive feedback given - go to 15b Member mentioned none of the complications - go to 16
15b. [[Care Coordinator - Did the member mention blindness?]]	Yes - go to 15c No - go to 15c
15c. [[Care Coordinator - Did the member mention kidney failure/dialysis?]]	Yes - go to 15d No - go to 15d
15d. [[Care Coordinator - Did the member mention leg/foot problems/amputation?]]	Yes - go to 16 No - go to 16
16. [[Care Coordinator - In this item, please tell the member about the complications that the member did not mention in her/his answer.]] Well. I don't want to alarm you, but having diabetes increases the chances that you will go blind, need dialysis because of bad kidneys, or lose your foot or leg in the near future. Diabetes also increases the chances of having a heart attack or stroke. If you already have one of the complications of diabetes, you also have a bigger chance of getting one of the other problems as well.	Discussed – Go to 17
17. Do you think that there is anything that you can do to keep from having these problems?	Yes – skip to 18a No – go to 18
18a. Please tell me a little about what you can do.	Free text space, then go to 19
18. There are a few simple things that you can do to avoid having one of these problems. Improving control of your blood sugars, treating high blood pressure, and regularly checking for early signs of problems with your eyes, kidneys, and feet can decrease your chances of going blind, needing dialysis because of bad kidneys, or losing your foot or leg because of your diabetes.	Discussed – Go to 19
19. There are a few simple things that you can do. Let's talk about some of them. In the last 7 days, how many days did you test your blood sugar by pricking your finger?	0 – 2 days - go to 20 3 – 7 days - go to 21

[[Care Coordinator - please check previous responses tab.]]	
20. Testing your blood sugar lets you know if your blood sugar is too high or too low. Please write these numbers down and talk to your doctor or nurse about them. A good time to test your blood sugar is before meals. At least check your blood sugar every morning. It's never too late to start! If you don't have supplies to check your blood sugars, talk to your doctor or nurse about this at your next visit.	Discussed – Skip to 22
21. Keep up the good work! Testing your blood sugar helps you control your diabetes and prevent big problems later. A good time to test your sugar is before meals. Please check your blood sugar at least every morning. If you can, write down your numbers and show them to your doctor or nurse at your next visit.	Discussed – Go to 22
22. In the last 7 days, have you had any blood sugar higher than 300?	Yes – go to 23 No – skip to 24
23. High blood sugar can make you feel tired and sick NOW and can cause you serious problems in the future. Even if you've had diabetes for several years, there are things you can do to lower your blood sugar. For example, prepare healthier meals for you and your family, make time to exercise, and take all your medications.	Discussed – Skip to 25
24. Great! If you keep your blood sugar between 90 and 130 before you eat meals, you can help to prevent big problems in the future.	Discussed – Go to 25
25. In the last 7 days, how many days did you check your feet, including BETWEEN YOUR TOES? [[Care Coordinator - please check previous responses tab.]]	0 - 6 days – go to 26 7 days – go to 27
26. Try to check your feet EVERY DAY. Look between your toes for changes like flaking skin, blisters, sores, or cuts. The earlier you notice changes, the earlier your doctor or nurse can help you treat them. If you cannot bend over, use a mirror or ask someone else to check your feet. Remember to wash your feet with warm water and dry them well everyday, especially between your toes. Always test the temperature of the water with your wrist or elbow first!	Discussed – Skip to 28
27. This is great! Checking your feet every day can help you avoid some really big problems. The earlier you notice changes, the earlier your doctor or nurse can help you treat them.	Discussed – Go to 28
28. In the last 7 days, have you noticed any cuts, sores, blisters, or other problems on your feet that your doctor does NOT already know about?	Yes – go to 29 No – skip to 30
29. Many patients with diabetes have problems with flaking skin, blisters, sores, or cuts on their feet. Sometimes these problems can	Discussed – Go to 30

<p>lead to bigger problems, like deep sores that can infect your bones. Tell your doctor or nurse about ANY of these problems right away. If your doctor or nurse doesn't already know about your foot problems, and you don't have an appointment to see her in the next few weeks, please call the doctor's office today. When you call, tell the clerk that you have diabetes, and you have noticed some changes in your feet that you think someone should look at.</p>	
<p>30. In the last 7 days, how many days have you checked inside your shoes, looking for pebbles or sharp objects?</p>	<p>0 - 6 days – go to 31 7 days – go to 32</p>
<p>31. Sometimes things like little pebbles, glass or sharp objects are hidden inside your shoes. These can cut or hurt your feet. Remember, by checking inside your shoes with your hand, you can avoid problems with your feet.</p>	<p>Discussed – Skip to 33</p>
<p>32. Great! Checking your shoes every day can help you avoid big problems with your feet.</p>	<p>Discussed – Go to 33</p>
<p>33. At your LAST visit to see your doctor or nurse, did someone ask you to take off your shoes and socks to check your feet?</p>	<p>Yes – go to 34 No – go to 33a</p>
<p>33a. It is important for your doctor or nurse to check your feet at every visit. At your next visit, you could take off your shoes even if no one asks you to take them off. You could ask your doctor or nurse to check your feet.</p>	<p>Discussed – Go to 34</p>
<p>34. Do you take any pills for your BLOOD PRESSURE?</p>	<p>Yes – skip to 36 No – go to 35</p>
<p>35. About one in every 3 patients with diabetes has high blood pressure. High blood pressure is especially bad for people who have diabetes. High blood pressure increases the chances of going blind, needing dialysis because of bad kidneys, having a stroke or heart attack, or getting heart failure.</p> <p>Your doctor or nurse should check your blood pressure at all visits. You can also check your blood pressure yourself, either at home or somewhere in your neighborhood like a pharmacy or grocery store.</p> <p>After you have your blood pressure checked, be sure to write down the numbers, and show them to your doctor or nurse at your next doctor visit. You may not know what these numbers mean, but your doctor or nurse can tell you more about high blood pressure at your next visit. We will be sending you a blood pressure diary. Every time you take your blood pressure, you could write down the numbers, and the date, time, and place where you took it. At your next doctor's visit, you could show this diary to your doctor or nurse.</p> <p>If your blood pressure is too high time after time, you might need a pill to help you lower your blood pressure back to normal. Many people with diabetes and high blood pressure need 2 or 3 high</p>	<p>Discussed – go to 39</p>

blood pressure pills before getting blood pressures back to normal. Eating less salt, losing weight, and exercising every day can also lower your blood pressure. If you don't know your blood pressure or haven't had it checked in several months, please talk to your doctor or nurse about your blood pressure during your next visit.	
36. [[Care Coordinator -please check previous responses tab for reference.]] In the last 7 days, how many days did you MISS taking your BLOOD PRESSURE pills, even one pill?	0 days - go to 38 1 - 7 days - go to 37
37. Just like your DIABETES medications, it is important to take all of your BLOOD PRESSURE pills every day. Your BLOOD PRESSURE pills help to keep your blood pressure from getting too high, which is bad for your heart, brain, eyes, and kidneys. Remember, you can use a calendar, a pillbox, or ask a family member or friend to remind you when to take your pills.	Discussed – go to 39
38. Great! Keep up the good work.	Discussed – Go to 39
39. In the last 12 months, have you been to an eye doctor, not the doctor who makes glasses, but the one who does a dilated eye exam and looks into the back of your eye?	Yes – skip to 41 No – go to 40
40. Over time diabetes can damage your eyes. Try to see an eye doctor at least once every 12 months to check how your eyes are doing. Asking a family member or friend to go with you to your appointment is always a good idea.	Discussed – Skip to 42
41. Great! You should see an eye doctor at least once every 12 months to check how your eyes are doing. Asking a family member or friend to go with you to your appointment is always a good idea.	Discussed – Go to 42
42. In the last 12 months, has someone at your doctor or nurse's office tested a sample of your urine, not to check for an infection, but to look for early signs of kidney problems from your diabetes?	Yes – skip to 44 No – go to 43
43. Over time diabetes can damage your kidneys. If you don't already have kidney problems from your diabetes, please get your urine checked every 12 months to see how your kidneys are doing. If you aren't sure, ask your doctor or nurse about kidney testing during your next visit.	Discussed – Skip to 45
44. Good! Your urine should be checked about every 12 months to see how your kidneys are doing. If you aren't sure, ask your doctor or nurse about kidney testing during your next visit.	Discussed – Go to 45
45. Do you think that having diabetes increases your chances of having a heart attack or stroke in the next year?	Yes – skip to 47 No – go to 46
46. Well, having diabetes does increase the chances that you will have a heart attack or stroke in the near future. Three in every 4 people with diabetes will eventually die of a heart attack or stroke.	Discussed – Go to 47
47. Do you think that there is anything that you can do to keep from having a heart attack or stroke because of your diabetes?	Yes – skip to 48a No – go to 48

48a. Please tell me a little about what you can do.	Free text space, then go to 49
<p>48. There are a few simple things that YOU can do to decrease your chances of having one of these problems.</p> <p>Keeping good control of your blood sugars can help, but this is only a small part of what you can do. It is important to know that having diabetes makes other things like high blood pressure, high cholesterol, tobacco smoking, and being overweight even bigger problems than they are for people without diabetes.</p> <p>Treating high blood pressures and blood cholesterol levels and quitting smoking, losing weight, and exercising every day can all decrease your chances of a heart attack or stroke because of your diabetes.</p>	Discussed – Go to 49
49. Let’s talk more about these things. Has your doctor or nurse told you that you should take an aspirin every day?	Yes – go to 50 No – go to 50 Not sure – go to 50
<p>50. [[Care Coordinator – please check previous responses tab, if most recent previous answer was YES, say:]] When we’ve talked before, you said that you were taking an aspirin every day. Do you still take an aspirin every day?</p> <p>[[Care Coordinator - if most recent previous answer was NO, or previous responses tab is BLANK, then say:]] Do you take an aspirin every day?</p>	Yes – skip to 54 No – go to 51
51. Taking aspirin each day can help keep you from having a heart attack, stroke, or bad blood flow to your legs and feet. Because aspirin can cause stomach, kidney, or bleeding problems in some patients, you should NOT start taking aspirin without talking to your doctor or nurse first. If you haven’t talked with your doctor or nurse about whether you should take an aspirin each day, it is important to ask about this at your next doctor visit.	Discussed – Go to 54
<p>54. We have already talked about HIGH BLOOD PRESSURE.</p> <p>Since HIGH BLOOD PRESSURE can lead to several different kinds of health problems in the future, let your doctor or nurse know that you want to be sure to check pressures regularly. Also let them know that you are motivated to treat HIGH BLOOD PRESSURES to decrease your chances of going blind, needing dialysis because of bad kidneys, having a stroke or heart attack, or getting heart failure.</p>	Discussed – Go to 55
<p>55. Do you take any medications to lower your CHOLESTEROL?</p> <p>This medication is called a “STATIN” (STAT-in) medicine. Some of the names for Statin medicines end in “OR” like Crestor (CREST-OR), Lipitor (LIP-i-TOR), Mevacor (MEV-ah-CORE),</p>	Yes – skip to 57 No – go to 56

and Zocor (ZOH-CORE).	
<p>56. There are 2 kinds of blood cholesterol: “good” and “bad.” GOOD cholesterol can help protect you from strokes and heart attacks. Having too much BAD cholesterol in your blood can increase your chances of having a stroke or heart attack. Many people with diabetes don’t have enough GOOD cholesterol or have too much BAD cholesterol. Just like with HIGH BLOOD PRESSURE, having HIGH BAD CHOLESTEROL or LOW GOOD CHOLESTEROL is especially bad for people who have diabetes.</p> <p>Your doctor or nurse should check your blood cholesterol levels at least every 12 months. If your blood cholesterol levels are not “normal,” you may need to have them rechecked three to four times each year.</p> <p>Most people with diabetes who do not have normal blood cholesterol levels need pills to get blood cholesterol levels back to normal. Losing weight, watching what you eat, and exercising every day can also lower your cholesterol.</p> <p>If you don’t know your blood cholesterol or haven’t had it checked in the past year, please talk to your doctor or nurse about your blood cholesterol during your next visit.</p>	Discussed – Skip to 58a
57. In the last 7 days, how many days did you MISS taking your CHOLESTEROL medications, even one pill?	0 days - go to 58a 1 - 7 days - go to 58
58. You cannot see what cholesterol does to your body, but high cholesterol can damage your heart and brain. That is why it is important to take your CHOLESTEROL-lowering pills every day. Call the pharmacy if you are running low on medicines and need a refill, or you have questions about other medications. Your pharmacists are there to help you as much as they can. If the pharmacist can’t help you, call your doctor or nurse’s office and tell them that you are having troubles getting your medicines when you need them. We will be sending you information about medications for high cholesterol.	Discussed - go to 58a
58a. We are almost to the end of our call today. I will be sending you a list of steps and goals to help you live a healthy life with diabetes.	Discussed – go to 456a

All branches return to this ending (PHQ-8)

Question	Possible Answer
<p>110a1. We are almost done with our call. I have just a few more questions about how you are feeling, “over all.” Many people that I talk to who have chronic health problems feel down or depressed from time to time. This is important to know, because feeling this way can affect your life in many ways and can make it harder for you to take the best care of yourself.</p> <p>In responding to each of these next questions, I would like you to think about how you have been feeling in the last two weeks – just the last two weeks.</p>	<p>Discussed – go to 110phq8q1</p>
<p>110phq8q1. Over the last two weeks, how often have you been bothered by feeling down, depressed, or hopeless?</p>	<p>Not at all – go to 110phq8q2b [0] Several days – go to 110phq8q2a [1] More than half the days – go to 110phq8q2a [2] Nearly every day – go to 110phq8q2a [3]</p>
<p>110phq8q2a. How often have you been bothered by little interest or pleasure in doing things?</p>	<p>Not at all – go to 110phq8q3 [0] Several days – go to 110phq8q3 [1] More than half the days – go to 110phq8q3 [2] Nearly every day – go to 110phq8q3 [3]</p>
<p>110phq8q2b. How often have you been bothered by little interest or pleasure in doing things?</p>	<p>Not at all – go to 64 [0] Several days – go to 110phq8q3 [1] More than half the days – go to 110phq8q3 [2] Nearly every day – go to 110phq8q3 [3]</p>
<p>110phq8q3. How often have you been bothered by trouble falling or staying asleep, or sleeping too much?</p>	<p>Not at all – go to 110phq8q4 [0] Several days – go to 110phq8q4 [1] More than half the days – go to 110phq8q4 [2]</p>

	Nearly every day – go to 110phq8q4 [3]
110phq8q4. How often have you been bothered by feeling tired or having little energy?	Not at all – go to 110phq8q5 [0] Several days – go to 110phq8q5 [1] More than half the days – go to 110phq8q5 [2] Nearly every day – go to 110phq8q5 [3]
110phq8q5. How often have you been bothered by poor appetite or overeating?	Not at all – go to 110phq8q6 [0] Several days – go to 110phq8q6 [1] More than half the days – go to 110phq8q6 [2] Nearly every day – go to 110phq8q6 [3]
110phq8q6. How often have you been bothered by feeling bad about yourself—or that you are a failure or have let yourself or your family down?	Not at all – go to 110phq8q7 [0] Several days – go to 110phq8q7 [1] More than half the days – go to 110phq8q7 [2] Nearly every day – go to 110phq8q7 [3]
110phq8q7. How often have you been bothered by trouble concentrating on things, such as reading the newspaper or watching television?	Not at all – go to 110phq8q8 [0] Several days – go to 110phq8q8 [1] More than half the days – go to 110phq8q8 [2] Nearly every day – go to 110phq8q8 [3]
110phq8q8. How often have you been bothered by moving or speaking so slowly that other people could have noticed. Or the opposite—being so fidgety or restless that you have been moving around a lot more than usual?	Not at all – go to 110x [0] Several days – go to 110x [1] More than half the days – go to 110x [2] Nearly every day – go to 110x [3]
110x. You just told me that you have been bothered by at least some problems during the past two weeks that could be related to being down or depressed. How difficult have these problems	Not difficult at all – go to 111 Somewhat difficult – go to 111 Very difficult – go to 111 Extremely difficult – go to 111

made it for you to do your work, take care of things at home, or get along with other people?	
111. A lot of people with [[Care Coordinator – say member’s condition(s)]] feel down or depressed from time to time. Sometimes these feelings come and go. Other times they stay around and can cause big problems. It is important to talk to your doctor about these feelings. She/he can help decide if you need to be treated to help make the symptoms go away. She/he can also help decide if the feelings are affecting how well you are able to take care of yourself. Your doctor might not know about these feelings unless you tell her/him. Be sure to write this down and talk to her/him about these feelings at your next doctor visit.	Discussed – go to 111a
111a[[Care Coordinator, please look at the total PHQ-8 score -CDMS should have added it up automatically for you, and the sum is currently visible to you in the “Assessment Score” rectangle on your CDMS screen. Select the value from the drop-down list. Please do not mention score to member.]]]	1 through 24 – go to 64

Summary review and “was this call helpful” section

Question	Possible Answer
64.) [[Note to Care Coordinator – Please review the one-page summary and let the member know that you will mail the summary along with the educational materials.]]	Discussed – go to 65 Omit – go to 65
65.) Before finishing this call, we want to ask you whether you found our conversation to be helpful.	Yes – go to 66 No – go to 67
66.) What part of the call was most interesting or helpful to you?	Free text – then go to 67
67.) What part of the call was least interesting or least helpful?	Free text – then go to 67b

End Call Section

Question	Possible Answer
67b.) [[Care Coordinator – would you like a free text space for additional comments?]]	Yes – go to 68 No – go to 69
68.) [[Care Coordinator - Additional Comments here if needed.]]	Free text – then go to 69
69.) We will call you back in about 3 months to ask you more questions about your health and health care and to see how we might help. When is the	Free text space to record answer then go to 69a

best time of day to call?	
69a.) Before we hang up, there is one thing that we are mentioning to everyone that we call. We hope that this does not happen, but if between now and the next time we call, you get hospitalized, please call us and let us know when you get home. This will help us to better meet your needs.	Discussed – go to 70
70.) [[Note to Care Coordinator – If you would like the assessment to end, please choose the “Okay” response. If you would like to ask any of the questions again, please go back now.]]	Okay – go to “complete” screen
71.) Call Ends	