

Welcome to the Centers for Medicare & Medicaid Services (CMS) [Medicare Diabetes Prevention Program \(MDPP\)](#) quarterly supplier newsletter, *The MDPP Bulletin*! MDPP is an evidence-based behavioral intervention that aims to prevent or delay the onset of type 2 diabetes for eligible Medicare beneficiaries diagnosed with prediabetes through a combination of diet, physical activity, and weight loss. MDPP beneficiaries may attend up to 22 sessions within a 12-month period.

Save The Date



On September 18-19, 2024, from 12-4PM EST, CMS will be hosting the first virtual **Medicare Diabetes Prevention Program (MDPP) Supplier Summit**. During these two afternoon sessions, CMS will provide information about the program, offer technical assistance, and foster networking opportunities for prospective and existing suppliers. A registration link will be made available soon.

For a full list of upcoming events, please visit our [MDPP learning calendar](#).

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Announcements & Reminders

Calendar Year (CY) 2024 Medicare Physician Fee Schedule Final Rule & CY 2025 Proposed Rule

In CMS's 2024 Physician Fee Schedule (PFS) final rule, the agency finalized changes intended to boost MDPP Supplier Enrollment and Medicare beneficiary participation in the MDPP. These changes include CMS extending the MDPP Expanded Model's Public Health Emergency flexibilities for four years and allowing all MDPP suppliers to continue offering MDPP services virtually using distance learning delivery through December 31, 2027. CMS also simplified MDPP's [current performance-based payment structure](#) by allowing fee-for-service payments for beneficiary attendance. The complete CY 2024 PFS final rule can be downloaded from the [Federal Register](#).

The CY 2025 PFS proposed rule can be accessed [here](#). The CY 2025 PFS proposes changes to align MDPP with the Centers for Disease Control and Prevention (CDC) 2024 Diabetes Prevention Recognition Program Standards, clarify delivery modes for MDPP make-up sessions, add an option for self-reporting weight for an MDPP distance learning session, add a modifier to help Medicare Administrative Contractors (MACs) to process same day make-up sessions in MDPP, remove the MDPP bridge payment, and align rule language with previous rulemaking. The 60-day comment period for the CY 2025 PFS proposed rule (CMS-1807-P) ends September 9, 2024.

Claim Denials Involving Z71.89/Z71.9 and G9886/G9887 Codes

Due to a system processing issue, some MDPP claims combining the codes Z71.89 (Other specified counseling)/Z71.9 (Counseling, unspecified) and G9886 (Behavioral counseling for diabetes prevention, in-person, group, 60 minutes)/G9887 (Behavioral counseling for diabetes prevention, distance learning, group, 60 minutes) have been inappropriately denied.

If your organization submitted claims that were rejected or denied for this reason, you can expect to receive an adjustment to the rejected or denied claims in approximately 30-45 days. Adjustments to these claims will be made automatically, and MDPP suppliers will not need to resubmit claims denied for this issue. If your organization continues to see claims denied that include this combination of Diagnosis Codes and HCPCS G-Codes after this time period, please submit an inquiry through the [MDPP Supplier Support Center](#).

Announcements & Reminders (continued)

MDPP Supplier Enrollment Technical Assistance Cohort



The CMS MDPP team is currently developing the **MDPP Supplier Enrollment Technical Assistance Cohort**, a peer-to-peer learning opportunity for organizations interested in enrolling as MDPP suppliers to receive extensive technical assistance and support from subject matter experts. These meetings, hosted twice per month by CMS MDPP staff, will be held for approximately six months beginning in Fall 2024. CMS MDPP staff will provide answers to supplier questions, create an opportunity for supplier collaboration, and provide a forum for both federal diabetes program administrators and suppliers to share best practices. The CMS MDPP team aims to recruit approximately 12 organizations who are interested in becoming MDPP suppliers. These organizations should have leadership support to participate, as well as capacity for delivering the program and billing Medicare for the 2024 cohort. Please email mdpp@cms.hhs.gov if your organization is interested in participating.

Organizations interested in becoming MDPP Suppliers are encouraged to review the [MDPP Business Case](#). This resource provides:

- A high-level overview of MDPP
- Why and how to participate as a supplier
- How to recruit MDPP participants
- How to deliver and bill for MDPP services
- And more!

Frequently Asked Supplier Questions

When do claims have to be submitted?

CMS encourages suppliers to submit claims in a timely fashion to help ensure accurate payment. Although standard CMS billing procedures allow suppliers up to one year to submit a claim from the date of service that the session was furnished, not submitting claims in a timely fashion may increase a supplier's risk of not receiving an accurate payment.



Can you reuse Healthcare Common Procedure Coding System (HCPCS) G-codes on claims forms?



As of CY 2024, the number of MDPP G-Codes has been reduced from 11 to 6. Suppliers must submit one of two new G-Codes (G9886 for in-person, G9887 for distance learning) when submitting claims for payment for MDPP core and core maintenance sessions to their MACs. CMS will allow beneficiaries to attend 22 sessions (alone or in combination with other codes, not to exceed 22 sessions in a 12-month timeframe). For more information regarding claim form completion, please contact your MAC. You can learn more about MACs on the [MDPP Enrollment Fact Sheet](#). Please visit the [MDPP HCPCS Payment G-codes CY 2024](#) for more information.

Billing Medicare Advantage Organizations

Medicare Advantage (MA) plans are administered by Medicare Advantage Organizations (MAOs). MA plans must provide enrollees with all Medicare Part A and Part B services and ensure that all Medicare-covered services are available and accessible under the MA plan. MA plans must either contract with Medicare-enrolled MDPP suppliers to provide MDPP services to their enrollees, cover out-of-network services, or enroll in Medicare as MDPP suppliers. For more about MA Plans and MDPP, refer to the [MDPP MA Factsheet](#).

When billing Medicare Advantage (MA) plans for MDPP services, MDPP suppliers must seek guidance directly from Medicare Advantage Organizations (MAOs) regarding the procedure for requesting payment for services furnished to a plan's eligible enrollees. MDPP suppliers must then request payment from the MAO, not Medicare, by submitting encounter data or a claim for payment to the appropriate MA plan. Although some MA plans may choose to use the Medicare FFS G-codes for billing purposes, it is optional for them to do so. Also, please note that the exact amount that the MDPP supplier is entitled to for MDPP services depends upon whether or not the MDPP supplier has a contract to provide MDPP services with the eligible enrollee's MA plan.

In the instance that a claim is denied, MAOs should provide clear information to suppliers concerning reasons for denial of payments, including beneficiary eligibility and/or supplier requirements. If your organization needs information or assistance with MDPP payment policy or the MA billing processes (such as determinations and appeals), you can submit your question to the [MDPP Supplier Support Center](#) and follow the steps to start a new inquiry.



Welcome to the Medicare Diabetes Prevention Program (MDPP) Supplier Support Center

Welcome to the Medicare Diabetes Prevention Program (MDPP) Supplier Support Center. The purpose of the MDPP Supplier Support Center is to answer any MDPP policy-related questions from organizations, stakeholders and the general public. To learn more about MDPP, please visit the [MDPP website](#).

Other sources for MDPP help:

- For questions related to completing the MDPP enrollment application, please call the PECOS Help Desk at 1-866-484-8049.
- For assistance with billing and claims or to check the status of your enrollment application, please contact your MAC.
- For questions related to Medicare Advantage, submit your question to the DPAP portal at <https://dpap.fmi.org/dpapmailbox/mailbox/>. Be sure to include "MDPP" in the subject line for your inquiry.
- For beneficiary related inquiries or information about MDPP services, please call 1-800-MEDICARE or visit <https://www.medicare.gov/coverage/diabetes-screenings.html>.

To submit a query to the MDPP model team on MDPP policy, please select Start New Inquiry button to fill the Inquiry Request form. To track existing inquiries, insert your inquiry tracking number to review the status.

Start New Inquiry

Enter Inquiry Number

Search

MDPP Supplier Success Stories



Each issue of the *MDPP Bulletin* will feature MDPP suppliers who've experienced success implementing and administering MDPP. This month, we're thrilled to introduce two outstanding programs, **The Granite YMCA** and **YMCA of Delaware**.



We'd like to hear from you! If you have a success story and would like to be featured in an upcoming newsletter, please email us at mdpp@cms.hhs.gov.

THE GRANITE YMCA

- MDPP supplier since 2021
- Launches an average of 18-20 MDPP cohorts per year
- Employs 22 lifestyle coaches
- Recruits MDPP participants through creative marketing and local partnerships

The Granite YMCA, based in New Hampshire, operates as a Community Care Hub Model and is in an [Umbrella Hub Arrangement](#) with 9 other YMCAs located in Maine, Connecticut, New York, New Hampshire, Arizona, and South Carolina. The Granite YMCA currently operates 18 active MDPP cohorts and anticipates launching another 18-20 cohorts this year! This organization became an MDPP supplier during COVID-19 and has consequently experienced a high demand for distance learning.

The Granite YMCA currently offers 11 evidence-based programs, including MDPP. Interestingly, if a participant is not ready to commit to a year-long program like MDPP, they often start with a shorter evidence-based program (for conditions such as arthritis or blood pressure) and enroll in MDPP upon completion. About half of The Granite YMCA's MDPP participants enroll after completing another evidence-based program.

“Know Your Numbers”

The Granite YMCA launches a brief “Know Your Numbers” survey each February, which includes questions regarding community members' general health (e.g., sleep, blood pressure, physical activity, A1C) and common demographic data (e.g., gender, age group, county of residence). This survey has been offered to the general public 3 years in a row, with 810 people completing this survey in 2024. The Granite YMCA's staff members follow up with each respondent to share information about their evidence-based programs, recruit participants, and assist with enrollment. Once completing this survey, approximately 69-70% of respondents join an evidence-based program at The Granite YMCA.

The “Know Your Numbers” survey was promoted on Facebook and through YMCA flyers, accompanied by a QR code to access the survey. Because the survey is widely advertised, it reaches potential participants throughout the state of New Hampshire. Upon completing the survey, all respondents are entered into a drawing, and 3 winners are selected to win \$75, \$50, and \$25 cash prizes. In total, administering this survey costs The Granite YMCA \$150 while generating numerous referrals.

Fostering Local Partnerships

The Granite YMCA fosters local partnerships to promote MDPP and expand reach to areas across the state of New Hampshire. These partners include health care providers, employers, the state health department, and local colleges and universities.

The Granite YMCA works closely with the Chronic Disease Department within the New Hampshire State Department of Health. The state health department posts monthly Facebook advertisements promoting The Granite YMCA's MDPP offerings and launches postcard campaigns to recruit older adults who may not use social media regularly. The Granite YMCA also developed a [diabetes prevention promotional video](#) in collaboration with the New Hampshire Department of Health and Human Services – Division of Public Health Services (DPHS). This video is intended for employers seeking to expand workplace wellness programs, and helps The Granite YMCA build relationships with employers as a referral source.

Additionally, The Granite YMCA partners with healthcare training programs within local colleges and universities in New Hampshire and Massachusetts to promote MDPP through clinical-to-community linkage. The Granite YMCA began partnering with pharmacy programs, and over time has expanded to collaborate with area physical therapy, occupational therapy, and nursing programs.

The Granite YMCA's partnership with faculty at Massachusetts College of Pharmacy and Health Sciences

The Granite YMCA (continued)

has resulted in the development of a summer program for pharmacy students about evidence-based interventions. Through this program, pharmacy students learn about preventive health care and assist MDPP coaches during MDPP sessions. Specifically, MDPP coaches and pharmacy students use motivational interviewing techniques with MDPP participants to encourage healthy lifestyle changes. This student training program is in its 2nd year, and a state public health grant has been secured for the next 5 years to continue funding this program. As a result of this partnership, faculty have become an unexpected referral source for MDPP. Upon graduation, students become pharmacists who may refer patients to MDPP programs.

Addressing Health-Related Social Needs

Distance learning has created an opportunity for The Granite YMCA to address health-related social needs (HRSNs) among MDPP participants, as many MDPP participants are choosing to attend MDPP sessions from home. As a result of distance learning delivery, coaches have gained insights into participants' home environments, and can inform community health workers (CHWs) if outreach is necessary to any MDPP participants. The Granite YMCA employs three CHWs who are developing a guide that refers participants to community resources to address HRSNs, such as area food pantries.

Special thanks to Cindy Lafond from The Granite YMCA for sharing your best practices with the MDPP community!

YMCA OF DELAWARE

- MDPP supplier since 2018
- Launching 17 cohorts this year
- Employs 28 lifestyle coaches
- Offers MDPP in English and Spanish

Advancing Health-Related Social Needs Through MDPP

YMCA of Delaware addresses health-related social needs (HRSNs) by establishing rapport with prospective MDPP participants and removing obstacles to participation. Individuals interested in joining one of YMCA of Delaware's MDPP cohorts first complete an interest form which assesses HRSNs. YMCA of Delaware coaches and staff use this information to connect MDPP participants with resources to address needs such as transportation, housing insecurity, and food insecurity. For example, coaches connect participants to local food pantries for fresh foods and emphasize the importance of reading food labels. YMCA of Delaware also offers incentives to MDPP participants that reduce other barriers to participation, such as providing childcare and YMCA memberships to MDPP participants.

Working with Community Partners

YMCA of Delaware works closely with the Delaware Department of Health and Social Services (DHSS) to identify demographic areas with high rates of prediabetes. Once DHSS uses state data to identify specific zip codes with prediabetes prevalence, YMCA of Delaware sends an outreach coordinator into those communities to promote MDPP.

YMCA of Delaware attends an average of 15 outreach activities per month, including promoting MDPP at community events and offering presentations to area providers about MDPP. These community outreach events present an opportunity to recruit both MDPP participants and lifestyle coaches, who are

YMCA of Delaware (continued)

encouraged to apply on YMCA of Delaware's website. Coaches recruited at outreach events often have strong community connections that lead to MDPP cohort cohesion and high participant retention.

Additionally, YMCA of Delaware makes frequent efforts to connect with community centers such as the [Latin American Community Center \(LACC\)](#) in Wilmington, DE, for outreach events. The [Delaware Breast Cancer Coalition](#) has bilingual navigators who invite staff from YMCA of Delaware to promote MDPP at events with the Spanish-speaking community. Additionally, YMCA of Delaware attends conferences and health screening events such as the annual [MAN UP! For A Better Health Fair](#) through [100 Black Men of Delaware](#). This event offers health screenings and speakers specifically to address the needs of African American men and provides YMCA of Delaware an opportunity to spread the word about MDPP. Working with these partners fosters trust and cultural connection between prospective MDPP participants and YMCA of Delaware.

Engaging Spanish-Speaking Populations

YMCA of Delaware offers MDPP in both English and Spanish, using CDC-approved curriculum. Additionally, YMCA of Delaware employs bilingual coaches and intake specialists, and initiates one Spanish-speaking cohort every quarter. Spanish-speaking representatives and bilingual MDPP coaches attend recruitment and outreach events to interpret and minimize language barriers. YMCA of Delaware's bilingual coaches cultivate community and cohesion within their MDPP cohorts by generating feedback from participants regarding scheduling, logistics, and barriers to participation. Currently, one of YMCA of Delaware's bilingual coaches is an MDPP graduate.

YMCA of Delaware strives to reflect participants' culture through MDPP course content. Many coaches incorporate cultural traditions and values into their cohorts. Coaches ensure their programs are relatable for participants by incorporating culturally relevant foods and tailoring recipes for batch cooking, in an effort to be inclusive of participants and their families. Additionally, coaches take time to explain food labels to Spanish speaking participants, since many grocery store food labels are written in English.

YMCA of Delaware's partnership with the Delaware Department of Health and Social Services (DHSS) has provided insights into areas of expansion for MDPP programs. The DHSS collects data to identify demographic areas with high rates of prediabetes and identified Delaware's Haitian Creole population as a high-need group for diabetes prevention. As a result, YMCA of Delaware hopes to hire additional bilingual coaches to offer MDPP to Delaware's Haitian Creole population. Additionally, YMCA of Delaware hopes to apply their best practices from providing MDPP to the Spanish-speaking community to expand MDPP offerings to the Haitian Creole population in the future.

Words of Advice

YMCA of Delaware emphasizes the importance of making and maintaining consistent community connections. Partnerships with area providers and community centers help reach populations with high prediabetes prevalence while promoting trust and engagement. Considering the needs of MDPP participants while addressing barriers to participation enables participants with HRSNs to fully engage with MDPP.

Special thanks to Amy Desmond and Tori Burton from YMCA of Delaware for sharing your best practices with the MDPP community!

THANK YOU!

Thank you for reading *The MDPP Bulletin*. The CMS MDPP team hopes this information will be helpful to your organization. We welcome feedback from MDPP suppliers! If you have suggestions for future newsletter topics or outreach events, or if you'd like your organization to be featured in an MDPP success story, please email us at mdpp@cms.hhs.gov. Have a great day!