

Date:

Dear (Mr. / Ms.) _____,

WELCOME to the San Francisco Health Plan Diabetes Telephone Support Project! We are very excited that you will be participating.

In this letter you will find important information about the Diabetes Project including how to reach us. Participation in this program is a free benefit under San Francisco Health Plan (SFHP). As a member of the SFHP, you will receive this program for 6 months. However, if you drop out of the SFHP, the diabetes program will end. Your time is very valuable to us. For this reason, the **San Francisco Health Plan will send you a \$25 gift card** from either **Walgreens, Ross or Target** a few weeks after you have participated in the program.

What is the Diabetes Project?

This Telephone Support Program improves communication about your diabetes in a number of ways:

- You will get health education messages in a language you can understand.
- You can tell us how you are doing with your diabetes.
- Our nurse can check in with you to help you solve problems, answer any questions, and provide support!
- Our nurse can work with your doctor and diabetes team from your clinic. Doctors know about this program for diabetes and agree that it might help you.

The way the program works is that we will call you once a week for 6 months. These calls are automated and occur at a time that you choose. You answer the questions by pressing the number keys on your telephone. It takes about 5 to 10 minutes. You can also choose to listen to recorded ideas that may help you with your diabetes, or you can just answer the questions.

Here are some examples of the questions:

- * “How many times did you check your blood sugar this week?”
- * “Do you have any questions that you would like a nurse to call you back about?”
- * “In the last 6 months, how often did members of your diabetes team ask to talk about any problems you had with your medications and/or their side effects?”

Nurses will be reviewing your calls and will get in touch with you if it looks like you need extra help. If you want a nurse to call you back no matter what, you can push a key to let us know. She will call you back within 2 to 3 days. She may also help you make appointments. **If you are away** for awhile or **miss a call**, you can call into the system for **free at 1-877-273-6027**. It is OK to sometimes miss a call.

If you want to change your call time, change your phone number, or if you plan on traveling outside of the area, **please call us at (415) 615- 4522** and leave a message with the new information.

If you have agreed to be interviewed by the research team from the University of California San Francisco (UCSF), please read the following:

Thank you for being willing to share your experiences with the **UCSF** team about how well this program works. They will give you an **additional gift certificate of \$50** value for the interview before the start of the Diabetes Program and another \$50 value gift card for 1-2 more interviews 6 months from now. Each research interview should take 20-30 minutes to complete over the phone.

We have included a **wallet sized card** that contains all the information necessary for you to contact us with any questions, concerns and updates that you may have about this program. It is very important that you keep this small card in your wallet so that it is easy for you to remember where it is. We are happy to talk with you and are here to help you better manage your diabetes.

Here is a list of our contact information:

- San Francisco Health Plan Diabetes Program Nurse: **(415) 615-4522**
- To listen to recordings: **1-877- 273-6027**.
*Please log in to the system using your 7 digit phone number (without the area code). For example: 123-4567
- If you have any questions about the research study please call **UCSF** at: **(415) 206-3696**

We hope that you remain a part of this amazing project designed especially for you and that you find it helpful in better managing your diabetes!

Sincerely,

The San Francisco Health Plan