

Continuous Glucose Monitoring (CGM)

Frequently Asked Questions

These are frequently asked questions and answers about the Continuous Glucose Monitoring (CGM) program. If your questions are not answered on this handout, please reach out to your care team using the contact information on the last page of this handout.

Q: What is “remote monitoring”?

A: Remote monitoring uses a device to help track your health status from home. In this case, monitoring will include using a glucose sensor to measure your *glucose* (blood sugar) continuously from home. Your nurse or diabetes educator will teach you how to send your glucose levels remotely to your care team. Your primary care provider will use these levels to make changes to your diabetes care plan remotely. They will also use it to identify when you need to come in for in-person care.

Q: Why have I been chosen for this program?

A: This program is for UW Medicine patients with diabetes who would benefit from continuous glucose monitoring. Your care team has identified you as someone who may benefit from monitoring your glucose levels from home.

Q: What are the benefits of joining the program?

A: Your care team will be able to monitor your glucose levels while you are at home. The continuous monitor will track your glucose levels without pricking your finger multiple times per day. Your care team will work together to decide when you need to come in for an appointment, or start or change a medication. They will also coach you toward your personal health goals.

Q: How much will the glucose monitoring supplies cost? Are there any other costs?

A: Most insurance plans cover the cost of glucose sensors (and a reader) for people with diabetes who are on insulin. Some plans may not require that you are taking insulin. Your cost depends on the details of your insurance plan, including co-pays and

deductibles. Also, you may have a co-pay and deductibles for the remote monitoring services provided by your care team (CPT codes: 95249, 95251, 99457, or 99458). If you have questions about cost, please contact your insurance provider.

**Q: How do I use the continuous glucose monitor at home?
How do I send the readings to the clinic?**

A: During your in-person set-up meeting, your nurse or diabetes educator will help set up your device to send information to your care team. We will give you information sheets to help you with each step of the process.

Q: What happens if my glucose is too low or too high?

A: Contact your care team using MyChart or a phone call. Your care team will decide on the next steps in your treatment plan.

Q: Does insurance cover Continuous Glucose Remote Patient Monitoring?

A: In general, remote patient monitoring services are covered by insurance. You should always check your benefits with your insurance plan if you have questions about what is covered.

Questions?

Your questions are important. Call your primary care clinic or healthcare provider if you have questions or concerns.

Primary Care Clinic contact information:
