



CONTINUOUS GLUCOSE MONITOR FAQ

Congratulations on starting your continuous glucose monitor (CGM). Whether you are using Dexcom, Libre, or Medtronic, below are some common questions and answers surrounding CGM use.

<u>Question</u>	<u>Answer</u>
I am out of sensors or transmitters, where can I get more?	<p>Please call your pharmacy with all requests for more sensors, transmitters, or receivers. If the pharmacy requires another prescription, they will reach out to the clinic.</p> <p>*If you use the automated refill line and it states no refills are left, please speak to a pharmacist. Your new prescription likely has a new Rx number.</p>
My sensor fell off, how do I monitor my blood sugar?	<p>Please use finger sticks to monitor blood sugars when a CGM is not available. Please do not use the Urgent line for CGM failure. If your sensor fell off before the lifespan of it, please contact the manufacturer (brand) for a replacement mailed to you. You may have a lapse in time where you need to use finger sticks for monitoring</p>
My pharmacy states that my refill is too soon, how do I get a new sensor?	<p>Unfortunately you will not be able to get a new sensor through the pharmacy due to insurance limitations. If a sensor falls off early, you must call the manufacturer (brand) for a replacement for each sensor that fails early.</p>
We always have to change the sensor at day 7, can we get more sensors every month?	<p>We are not able to prescribe more sensors every month than is recommended by the manufacturer (3 sensors per month for Dexcom, 2 sensors per month for Libre). If you must change the sensor at day 7 for any reason</p>

	<p>including irritated skin, you must call the manufacturer for a replacement for each failed sensor. We are unable to complete a prior authorization for more sensors per month.</p>
<p>We lost our transmitter, how can we get a new one?</p>	<p>Lost transmitters will not be covered via insurance. Please return to finger sticks. You may also choose to pay out of pocket for another transmitter, this may take a few days as the pharmacy will request a prescription from us. We are unable to complete a PA for broken or lost transmitters. If your transmitter has a technical failure, please contact Dexcom/ Medtronic.</p>
<p>Our receiver broke, can we get another one?</p>	<p>The amount of receivers per year is determined by insurance. Please contact your pharmacy to determine if you are up for another fill. If not, you may chose to pay out of pocket for another receiver. If your receiver fails (not lost or broken), please call the manufacturer.</p>
<p>My CGM and Glucose meter do not match. Which one do I go off of?</p>	<p>It is expected that a CGM and glucometer will not match. Both read different fluids in the body and have their own margins of error. Consistency is key so please use the same reading to dose from as long as it matches your physical symptoms. We recommend treating lows from the meter as the meter is reading blood which is a more up to date reading time wise.</p>
<p>Is my CGM waterproof?</p>	<p>Yes! Dexcom is “water resistant” and waterproof for 8 ft up to 24 hours. Libre is “water resistant” and can be at up to 3 ft for up to 30 minutes. Medtronic is “water-tight” and can be at 8ft for up to 30 minutes.</p>
<p>Can I use a receiver AND a phone?</p>	<p>Yes, you can use one smart device and one medical device. However, the receiver is not able to have any followers including the clinic. For more instructions on how to do this, please visit the manufacturer website.</p>