

Continuous Glucose Monitoring (CGM) Frequently Asked Questions

Q1: What is AHCCCS' coverage policy for Continuous Glucose Monitors (CGMs)?

Q2: Can AHCCCS members receive their CGM devices/supplies at the pharmacy, or through Durable Medical Equipment suppliers?

Q3: What can members do if they have questions, or are having issues accessing care?

Q1: What is AHCCCS' coverage policy for Continuous Glucose Monitors (CGMs)?

A1: AHCCCS provides CGM product coverage based on medical necessity. The criteria and preferred products are posted online. To find the criteria, go to the [AHCCCS Pharmacy website](#), click on the section titled *AHCCCS Fee-for-Service Prior Authorization Criteria*, and open the most recent file. After opening the file, the *Continuous Blood Glucose Monitoring Devices (CGM)* section can be located using the Table of Contents. AHCCCS frequently updates its criteria to be up-to-date, accurate and transparent.

Q2: Can AHCCCS members receive their CGM devices/supplies at the pharmacy, or through DME suppliers?

A2: Yes, CGM products are covered based on medical necessity and can be obtained through a network pharmacy or a durable medical equipment (DME) supplier. The CGM coverage criteria is the same whether the member is obtaining a CGM product from a pharmacy or DME supplier.

Q3: What can members do if they have questions, or are having issues accessing care?

A3: If an AHCCCS member is experiencing issues accessing care or has questions, they should reach out to their health plan for assistance (see [Health Plan Contact Information](#)). Members with pharmacy concerns may also email the AHCCCS Pharmacy Department at AHCCCSPharmacyDept@AZAHCCCS.gov.

If an AHCCCS member has concerns about the quality of services received, they can report it online using the [Quality of Care Concern](#) form by calling (602) 417-4885 or emailing CQM@azahcccs.gov.