

Continuous glucose monitoring tips and resources

Continuous glucose monitoring (CGM) is a wearable device that tracks changes in a patient's glucose level, helping patients and their family physicians detect trends.¹ The devices have been shown to decrease A1C, even when other interventions are not being implemented.²

This fact sheet shares tips for ordering and prescribing CGM, selecting a type of CGM, and interpreting CGM data, as well as offering training and patient resources.

Ordering and prescribing CGM

There can be confusion about whether a patient's insurance covers CGM and where to send the prescription. Sometimes you'll send the prescription to a durable medical equipment (DME) supplier and other times to a pharmacy. If the prescription is sent to the wrong one, they may tell the patient that CGM is not covered by their insurance. In actuality, the CGM may just not be covered by the benefit for where it was sent (i.e., DME supplier versus pharmacy). You'll also want to know whether to prescribe the reader for the device (for Medicare, you do prescribe the reader).

PRO TIPS

- Stay up to date with Medicare guidelines for CGM (most recently updated in 2023). Currently, Medicare covers CGM for eligible beneficiaries with diabetes on insulin (including type 2 diabetes and basal-only insulin), as well as anyone with diabetes and problematic hypoglycemia.³
- Stay up to date with your state's Medicaid coverage criteria for CGM. A fact sheet from the Center for Health Care Strategies provides [links to state Medicaid programs that offer CGM](#) you can bookmark for your state.
- Check your patient's insurance coverage for CGM, including Medicare and Medicaid. [Abbott](#) (the maker of FreeStyle Libre) and [Dexcom](#) provide tools to check CGM coverage criteria.

- Advise your patients to call their insurance company and ask about out-of-pocket costs. Under DME and pharmacy benefits, the CGM may be covered by one but not the other. There can also be different copays for either, even if both cover it.
- Sign up with [Parachute Health](#) or another online ordering platform. These platforms can streamline ordering and authorization, direct your order to a supplier that participates with your patient's insurance **AND** fulfill the order through both DME and/or pharmacy benefits.
- In instances when CGM is not a covered benefit through insurance, guide patients to resources, such as the Association of Diabetes Care & Education Specialists (ADCES) [danatech affordability tool](#). Make sure patients are aware of over-the-counter CGM devices—even if they are not on insulin. Costs of OTC devices may be eligible for use of a patient's Health Savings Account and/or Flexible Spending Account.

Selecting a type of CGM

Patient preference about the type of CGM that fits their lifestyle is a strong consideration when determining which CGM to prescribe.

PRO TIPS

- Familiarize yourself and share with your patients the ADCES [danatech Find & Compare Continuous Glucose Monitors tool](#). Users can compare up to three devices at a time.
- Review the [AAFP's CGM webpage](#), including videos featuring AAFP members who have CGM experience. The webpage also provides information about CGM device manufacturers, as well as documentation, billing and workflow tips.
- As your patients start using different CGM devices, note your patients' experiences with each device on the market to have a general understanding of the various devices and their app functionality.

Interpreting CGM data

The presentation of data can vary by manufacturer, but the Ambulatory Glucose Profile report is standardized across all devices. Familiarizing yourself with the information in the report is an important first step in mastering CGM.

PRO TIPS

- Determine the intervals at which you'll review CGM data with patients. Consider reviewing not just during visits, but between visits as well.
- Ensure there is enough data to analyze before making clinical decisions. The consensus clinical standard is at least 70% data capture over 10 or more days.⁴
- Review key glycemic metrics and targets, such as the following: times below range (TBR), time in range (TIR), times above range (TAR), glucose management indicator (GMI) and glucose variation or coefficient of variation (GV or CV). Remember to start with what is going well!
- Examine trends in the CGM data and collaborate with your patients on clinical and lifestyle decisions. For example, going on a post-meal walk can accelerate the clearance of glucose from the bloodstream.⁵ Seeing factors like this in their reports can encourage patients to adopt healthier behaviors and choices.
- Utilize resources from manufacturers and other organizations:
 - LibreView, the diabetes management system for Libre FreeStyle devices, has a Glucose Pattern Insights report to help clinicians interpret CGM data to potentially offer medication and recommend lifestyle changes or other clinical options.
 - The Health Partners Institute provides a simple [Determine Where to Act one-pager](#) to help guide CGM data interpretation, as well as a [two-page CGM-Guided Glucose Management guide](#).

Training and patient resources

We know you're busy, so we've compiled staff and patient training and other resources to assist with education about CGM and onboarding patients with their CGM. [Abbott](#) and [Dexcom](#) offer many resources at no cost to patients.

Patients can access Libre support for one-on-one onboarding with a certified diabetes care and education specialist (CDCES). The Libre Support Program also offers in-person onboarding with an

Abbott representative at your practice or in one-on-one training sessions over the phone for care teams and patients. You can [enroll your patient online](#) with 100-plus languages. You can even request documentation of the education the patient received.

Libre support (CDCES): 833-855-4273 (Monday through Friday, 8 a.m. to 8 p.m. ET); one-on-one personalized onboarding and education with a CDCES

Libre customer service: 855-632-8658 (seven days a week, 8 a.m. to 8 p.m. ET); product issues, replacements and troubleshooting

Dexcom also offers free virtual training sessions through its Dexcom CARE program, including an overview of the app and/or receiver, preparation for a health care provider visit and more. Dexcom also has a [help center](#) with information on creating an account, sharing data and other topics.

Dexcom technical support: 1-844-607-8398 (seven days a week, 24 hours a day); product troubleshooting or same-day replacement inquiries

Dexcom customer support: 1-888-738-3646 (Monday through Friday, 6 a.m. to 5 p.m. PST); general inquiries plus CGM training and education

The [PANTHER website](#) is another excellent resource, offering handouts in English and Spanish to help prevent skin irritation, as well as tips for applying and removing the CGM.

References

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3. American Diabetes Association. FAQs on CGM coverage criteria changes in Medicare. Accessed July 8, 2026. <https://diabetes.org/advocacy/cgm-continuous-glucose-monitors/faqs-medicare-coverage>
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