



What's the Livongo for Diabetes program?

The Livongo for Diabetes program was designed to support individuals with their diabetes management. The program is offered at no cost to employees or your dependents with active coverage through their employer health plan. A member can call Livongo Member Support at (800) 945-4355 to learn more or visit www.livongo.com.

What's included?

The Livongo for Diabetes program includes:

- Livongo Welcome Kit: Livongo meter, a lancing device, 150 test strips, 100 lancets, control solution, USB charger, and a carrying case
- Unlimited supplies: test strips and lancets are shipped to members whenever needed
- Personal coaching: ability to interact with coaches by phone, text message, and through the Livongo mobile app
- Online access: access to readings, along with graphs and insights, online or on a member's mobile device

How will the program help?

A member will benefit from a personalized program with online access to their information and educational resources available whenever needed. A member can also interact with one of Livongo's Certified Diabetes Educators (CDEs).

What languages is the program available in?

The Livongo for Diabetes program is available in both English and Spanish.

Who is eligible to register?

All members (employees, spouses and dependents over 18) are eligible as long as they have active coverage under their employer's health plan and are diagnosed with type 1 or type 2 diabetes.

How much does it cost to sign up for the program?

The program, which includes the connected glucose meter, personal coaching, and unlimited test strips, is offered to members with active coverage at no cost. The program is paid for by your employer.

How do I sign up?

Click "Get Started" on the registration page at welcome.livongo.com. In order to sign up, you will need your insurance card and a registration code provided by your employer.



What happens after I sign up?

After sign up, Livongo will process registration, send a confirmation email, and then ship a Welcome Kit. A member can expect to receive the Welcome Kit within 3-5 business days of receiving the confirmation email.

What's in my Welcome Kit?

The Livongo Welcome Kit includes:

- 1 Livongo blood glucose meter
- 150 Test Strips
- 100 Lancets
- 1 Lancing Device
- 2 bottles of Control Solution
- 1 USB charger for the blood glucose meter
- 1 carrying case
- Instructions

How can I view my health information or trends?

After a member checks their blood glucose with the Livongo meter, it will automatically upload readings to their personal online account.

A member can access the readings on their meter or at my.livongo.com, which shows logs, along with insights and graphs of their blood glucose levels. Health Summary Reports can be printed or emailed to a member's doctor or healthcare provider. In addition, the Livongo mobile app shows blood glucose readings and provides insights on them.

What do Livongo coaches do?

Livongo coaches are a resource available to members to help them better manage their diabetes. Livongo coaches answer questions and can help create personalized diabetes management plans during scheduled coaching sessions by phone. A member can also interact with coaches through the Livongo mobile app.

Livongo coaches will also reach out to a member through your preferred contact method (phone or text message) to check on a member if they have a blood glucose reading over 400 or below 50 mg/dL. If a member prefers not to be contacted, they can choose to opt-out of these checks.

Who are the Livongo certified diabetes educators?

Livongo's team of Certified Diabetes Educators are trained diabetes educators and registered dietitians.

How does the Livongo meter work?

The Livongo meter is a blood glucose meter with a color touchscreen, which makes it easy to use. The meter automatically uploads blood glucose readings through a cellular connection to a member's private, online account and gives immediate, personal feedback. The meter stores up to 500 readings, which a member can view on the meter at any time.



Can a member use their current meter and supplies?

One must use the Livongo device and its test strips to take advantage of the benefits of the Livongo for Diabetes program. Although a member may continue to use their current glucose meter, the Livongo for Diabetes program will be unable to track those readings, give recommendations, or provide insight around glucose trends.

For the lancing device, Livongo aims to provide members with a high-quality lancing device. However, Livongo is aware that many of our members have a personal preference for the lancing devices they use. Because of that, we encourage members to use their own lancing devices as it does not affect the efficacy of the meter.

How accurate is the Livongo meter?

The Livongo meter exceeds the ISO internationally accepted standard defining performance requirements for BG systems concerning accuracy.

How does a member get more test strips if they are running low?

The Livongo meter will automatically count down the number of test strips after each use and calculates average usage rate. When a member is within twenty days of running out of supplies, a message will be sent to their meter asking to confirm that a refill is needed. Once confirmed, the refill will arrive within 10 business days.

If a member does not receive an alert from their device, or does not confirm a refill on the device, a member can always place a refill order with the Member Support Center at (800) 945-4355. A member can expect to receive refills within 10 business days of placing your refill order.

Can a member share their meter with family members?

Sharing a meter with others is not recommended since the meter is assigned to a member's personal account and letting others use it will result in inaccurate data. For health safety reasons, a member should not share the lancing device with anyone, including family members.

Can a member share their health information with their doctor and people on their healthcare team?

A member is always in charge of how they want the program to work for them. Livongo for Diabetes gives members the tools to easily share their information with their doctor, their certified diabetes educator, nutritionist, or anybody when they want via the meter or portal sharing features.

Security and Privacy

Livongo cares about a member's data and privacy. Livongo stores all health information on secure servers and complies with federal regulations (HIPAA) to make sure a member's data and privacy is always protected.



Who can access a member's health information?

Other than the member, Livongo coaches will have access to their health information so they can monitor readings to provide a member with relevant information related to their diabetes management. They will be informed when to reach out to a member in the event of a glucose level that may require attention from a clinician. A member also has the option to add a care team (physician, family members, or others) to their profile and choose to share their health data with them.

In addition to Livongo coaches, a limited number of Livongo employees with administrative rights have access to the data on Livongo's servers and will only access it to troubleshoot technical errors.

If a member uses the Livongo for Diabetes and their numbers are out of range, will it affect my insurance premiums?

No.

Does a member's employer have access to a member's blood glucose readings through the Livongo for Diabetes program?

No. A member's employer cannot access blood glucose readings in the Livongo for Diabetes program.

How can I get more help?

If anyone has additional any questions, feel free to visit www.livongo.com or contact Livongo's Member Support at (800) 945-4355 to learn more.