

Health experts in your corner, from anywhere

Personalized support
at no cost to you.



Diabetes Management

A personalized way to help manage diabetes. Get tools and support to track blood sugar levels and develop healthier lifestyle habits.

Program includes:

- A connected blood glucose meter
- Unlimited strips and lancets
- Tips, action plans and one-on-one coaching
- Real-time support for out-of-range readings

Hypertension Management

Take control of your heart health with guidance and a personalized plan. With a smart blood pressure monitor, you can track, get support, set up reminders and message a coach, all in one place.

Program includes:

- A connected blood pressure monitor
- Step-by-step action plans based on your goals
- Tips on nutrition and activity
- One-on-one support from expert coaches

Depending on your eligibility, you may see communications for one or more of these programs. Upon enrollment, you'll receive support for the programs that fit your unique needs.

Learn more and join

Visit **Go.Livongo.com/LUMINARE/register** or call **800-945-4355**
and use registration code: **LUMINARE**.

Las comunicaciones del programa Livongo están disponibles en español. Al inscribirse, podrá configurar el idioma que prefiera para las comunicaciones provenientes del medidor y del programa. Para inscribirse en español, llame al 800-945-4355 o visite [Hola.Livongo.com/LUMINARE](https://www.hola.livongo.com/LUMINARE).

Program includes trends and support on your secure Livongo account and mobile app but does not include a phone or tablet. You must have an iPhone or Android smartphone and install the Livongo app to participate in the Livongo program.

This program is offered at no cost to you by your health plan or employer.

© Teladoc Health, Inc. All rights reserved. Teladoc Health marks and logos are owned by Teladoc Health, Inc. All programs and services are subject to applicable terms and conditions.

DIABETES MANAGEMENT

Frequently asked questions



What is Diabetes Management?

The Diabetes Management program helps make living with diabetes easier by providing you with a connected meter, unlimited strips and lancets and coaching.

My doctor says I have prediabetes or am at risk of developing diabetes. Is Diabetes Management a good fit for me?

No, Diabetes Management is designed to support individuals diagnosed with type 1 or type 2 diabetes.

Will I really receive all the strips and lancets I need?

Yes! No matter if you check once a week or multiple times a day, with Livongo you receive Unlimited strips and lancets at no cost to you.

Is this really no additional cost for me? How can that be?

Yes! Livongo is being offered at no cost to you. Shipping is included, too. You are not billed anything for joining.

How do I join?

It's easy and takes only a few minutes!

Visit Join.Livongo.com and answer a few easy questions about you and your health to register. Next, download the app and log in. You may also enroll by calling Livongo Member Support at 800-945-4355.

What happens after I join?

After you enroll, you'll be shipped the Welcome Kit that includes the meter and all the strips and lancets you need to check your blood sugar. You'll receive access to the member website, my.livongo.com, where you can personalize the program and access your readings.

Can I cancel my membership?

Yes, you can cancel at any time for any reason. Just call Livongo at 800-945-4355 or email membersupport@teladochealth.com.

Is my information confidential?

Teladoc Health takes your privacy seriously. Your health information is protected by federal and state laws, including HIPAA. Please see our Notice of Privacy Practices for more information on how Teladoc Health uses your health information www.teladoc.com/notice-of-privacy-practices/.

How do I reorder strips and lancets?

You can reorder strips and lancets in four ways:

1. Through your member website at my.livongo.com
2. Through your meter
3. Through the mobile app
4. By calling Member Support anytime at **800-945-4355**.

What kind of credentials does my coach carry?

Coaches hold a variety of nationally recognized credentials and certifications to support members.

How often will I receive communications from Livongo, and how can I adjust the frequency or opt out?

Frequency varies depending on the preferences you've set for your account. You can customize what out-of-range readings a coach should contact you about by logging in to your account at my.livongo.com and visiting the "Support" tab on the left panel of your dashboard. You can opt out of communications by logging in to your account and visiting "Notifications" in the drop-down menu located at the top right of the screen.

HYPERTENSION MANAGEMENT

Frequently asked questions



What is Hypertension Management?

The Hypertension Management program helps make living with high blood pressure easier. Connect with an expert coach to make a plan that fits your lifestyle. Improve your blood pressure numbers with simple, effective tools that really work.

Is this really no additional cost for me?

Yes! Hypertension Management is available at no cost to you. Even shipping is included! We can do this because Your Employer or health plan completely pays for the program on your behalf. You are not billed anything for signing up.

How do I join?

It's easy and takes only a few minutes! Visit Ready.Livongo.com and answer a few easy questions about you and your health to register and find out which program(s) you qualify for. Next, download the Livongo app and log in. You may also join by calling Member Support at 800-945-4355.

What happens after I join?

After you join, you will be shipped a Welcome Kit that includes a connected blood pressure monitor. The instructions included will walk you through getting set up and taking your first reading. You will also be asked to download the Livongo mobile app. Once you're connected, the monitor will automatically send readings to the app, where you can track your progress, share reports with your doctor and more!

Do I need to download the mobile app?

We do ask that you download the app so you can get the most out of the Hypertension Management program, including easy tracking, personalized tips, all of your data in one place and more.

How do you know my blood pressure cuff size?

The included cuff fits most arm sizes: 8.6-16.5 inches (22-42 centimeters). Our Member Support team is happy to assist at 800-945-4355 if you have questions regarding cuff sizes.

Is it hard to take your own blood pressure?

Not at all. Your cuff comes with a guide to help you get started. If you're having any trouble, you can call Member Support at 800-945-4355 so we can help walk you through it.

How do I know the readings are accurate?

The blood pressure monitor has been validated by an independent organization. Measurements taken with this device are considered equivalent to those obtained by a trained healthcare provider using the gold standard method, cuff and stethoscope auscultation.

Continued on next page...

HYPERTENSION MANAGEMENT

Frequently asked questions



Can I cancel my membership?

Yes, you can cancel at any time for any reason. Just call Livongo at 800-945-4355 or email membersupport@teladochealth.com.

Is my information confidential?

Teladoc Health takes your privacy seriously. Your health information is protected by federal and state laws, including HIPAA. Please see our Notice of Privacy Practices for more information on how Teladoc Health uses your health information www.teladoc.com/notice-of-privacy-practices/.

What kind of credentials does my Livongo coach carry?

Livongo coaches hold a variety of nationally recognized credentials and certifications to support members. For Hypertension Management, coaches are certified diabetes care and education specialists (CDCES) or national board-certified health & wellness coaches (NBC-HWC).

How often will I receive communications from Livongo, and how can I adjust the frequency or opt out?

Frequency varies depending on the preferences you've set for your account. You can customize your communication preferences by logging in to your account at my.livongo.com and visiting the Notifications tab under your profile.