

# Diabetes Management

## LIVONGO® PROGRAM

A simplified new approach to diabetes management. It's all in the meter and covered by your health plan.

### OVERVIEW

#### Get Unlimited Support, Strips, and Lancets with Livongo for Diabetes.

This is a health benefit that helps make managing your diabetes easier.

This diabetes management program is offered to you and your family members with diabetes – at no cost to you.

When you join, you will receive an advanced meter, unlimited strips and lancets, as well as 24/7 support from Certified Diabetes Educators.

It is completely free to you. We can do this because your employer health plan pays for the program on your behalf. Shipping is included too. As a member, you are not billed anything for joining and using Livongo.

### FEATURES

#### \$0 Out-of-pocket cost to member\*

This diabetes management program includes:

##### An Advanced Glucose Meter (\$200 value)

- Super easy to use – it automatically uploads readings to your private account and gives instant insights. Getting started is easy, just insert a strip into the meter, do your first check, and you're off.

##### Instant Feedback – Understanding Your Readings

- After each check, you receive a personalized tip. You can also view trends of past readings at anytime on the meter or in your private account.

##### Stress Less About Supplies – Unlimited Strips/Lancets, With No Copays or Out-of-Pocket Fees

- When you need more strips or lancets, you simply tap the meter and reorder. In a few days, supplies appear at your doorstep. It's that simple.

##### Expert Advice From Certified Diabetes Educators

- Livongo member support is available 24 hours a day at 800-945-4355 – call to schedule an appointment with a Certified Diabetes Educator. (Scheduled coaching is available Monday - Friday from 7 AM – 7 PM CT.)

### HOW IT WORKS

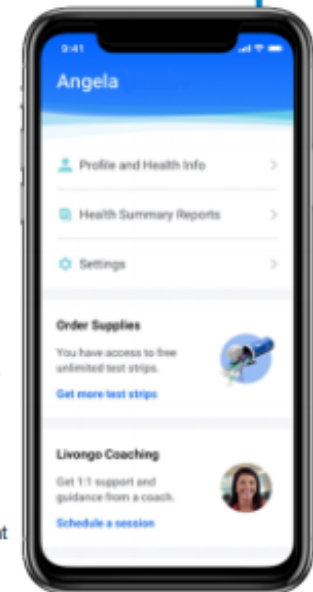
**How to sign-up:** Visit [go.livongo.com](http://go.livongo.com) or call Livongo at 800-945-4355.

**Who is eligible:** A diagnosis of type 1 or type 2 diabetes is required. After you sign-up, Livongo will confirm your eligibility and you will receive an email confirming your enrollment.

**What to expect:** After you enroll, you should receive your Welcome Kit within 1 week which includes the Livongo meter and all the supplies you need to get started. Plus, access to the Livongo member website, [my.livongo.com](http://my.livongo.com), where you can personalize the program and access your readings.

**Reordering supplies:** 1) on the member website at [my.livongo.com](http://my.livongo.com), 2) on your Livongo meter, 3) on the Livongo mobile app, or 4) by calling Livongo member support at 800-945-4355.

**How to cancel:** You may cancel at anytime for any reason. Just call Livongo at 800-945-4355 or email: [help@livongo.com](mailto:help@livongo.com).



### FOR MORE INFORMATION

Call a health advocate: 866-882-2034

Chat with a health advocate via BCBSTX app or online at Blue Access for Members: [www.bcbstx.com/ut](http://www.bcbstx.com/ut)

Program: [my.livongo.com](http://my.livongo.com) or 800-945-4355

### Why it matters?

It's good for your health and wallet! Helps reduce A1c, hypoglycemia and cholesterol. Plus, Livongo members increase prescription use, better managing their diabetes and increasing savings (by reducing related medical costs and non-emergent ER visits).

\*Payments for participation in the program are submitted through claims and are paid by the member's employer.

Livongo is an independent company that provides chronic condition management for Blue Cross and Blue Shield of Texas. Livongo is solely responsible for the products and services that it provides.