

CONDITION MANAGEMENT

Frequently asked questions



What is Condition Management?

It's a one-of-a-kind approach to chronic condition management using virtual care that inspires lasting changes. With our program, you get unlimited access to connected health monitoring devices, certified health coaches and support from physicians and mental health specialists—all to help manage conditions like diabetes, hypertension and prediabetes.

How do I join?

It's easy and takes only a few minutes! To register, visit [Livongo.com/AIFIRE-SUREST/register](https://www.livongo.com/AIFIRE-SUREST/register) and answer a few simple questions about your health. Next, download the app and log in. You may also enroll by calling Livongo Member Support at **800-945-4355**.

Is this really no additional cost for me?

How can that be?

Yes! Livongo is being offered at no cost to you, including shipping. You will not be billed anything for joining.

What happens after I join?

After you enroll, you will be shipped a Welcome Kit.

It includes the appropriate connected device(s) for your condition so you can begin your readings immediately, at no cost to you. You'll have access to our member website, my.livongo.com, where you can personalize the program and access your readings.

Do I need to download the mobile app?

It's beneficial to download the app so you can get the most out of Livongo, including easy tracking, personalized tips, all of your data in one place and more.

What chronic conditions are included?

Condition Management is a bundle that includes all three solutions below, which can also be configured individually.



Diabetes Management

Get an advanced blood glucose meter, unlimited strips and lancets, personalized tips and expert coaching.



Hypertension Management

Discover guidance and support with a connected blood pressure monitor, personalized insights and expert coaching.



Diabetes Prevention Program

Reduce your risk of developing type 2 diabetes with a smart scale, structured lessons and expert coaching.

Is my information confidential?

Yes, 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 information ([TeladocHealth.com/Legal/Notice-of-Privacy-Practices/](https://www.teladoc.com/Health/Member/Privacy-Practices/)).

How do I re-order test strips and lancets?

You can re-order supplies in four ways:

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

What certifications does my coach carry?

Our experienced and certified coaches across all programs are professionally qualified. Coaches are certified based on the program they are serving.

For Diabetes Management, each coach is a certified diabetes care and education specialist (CDCES). For Hypertension Management, each coach is a CDCES or certified by the National Board for Health & Wellness Coaching (NBHWC). For our Diabetes Prevention Program, lifestyle coaches are trained by a CDC-recognized National Diabetes Prevention Program.



How often will I receive communications from Livongo, or how do I opt out?

Communication 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 into your account and visiting "Notifications" in the drop-down menu located at the top right of the screen.

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.

We're here to help.

Visit Livongo.com/AIFIRE-SUREST/register
to get started.

To enroll in Livongo, you must opt in to at least one program that your employer or health plan offers as a health benefit. You must also meet the health criteria for each program you wish to enroll in. If a Livongo program is not offered by your employer or health plan, or if you do not meet the specific health criteria of that program, you will not be able to enroll.

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/AIFIRE-SUREST

Program eligibility varies. Visit our website to learn more.