

Livongo for Diabetes

Empowering People with Chronic
Conditions to Live Better and
Healthier Lives

*Dana Smith
January 2020*



Contents

- Why Livongo?
- What is the Livongo Experience?
- What's included in the Diabetes Program?
 - Livongo Welcome Kit and Meter
 - Livongo Coaching
 - Member Portal & Health Summary Report
 - How to get started

Why Livongo?

Why Livongo?

The Leading Applied Health Signals Company



Data Science powers the entire member experience from start to finish



Health Nudges and personalized insights drive measurable, sustainable health outcomes



We meet our Members where they are with actionable, personalized and timely support



Our Members lead better and healthier lives resulting in lower health care costs

What is the Livongo Experience?

Livongo is a New Approach to Diabetes Management



Connected Technology

- Secure cellular-enabled BG meter
- FDA-cleared with touchscreen
- Real-time feedback and coaching
- One-touch supply re-ordering



Health Signals

- Powered by machine learning
- Delivered digitally over devices, mobile app, and web portal
- Personalized, timely, actionable nudges

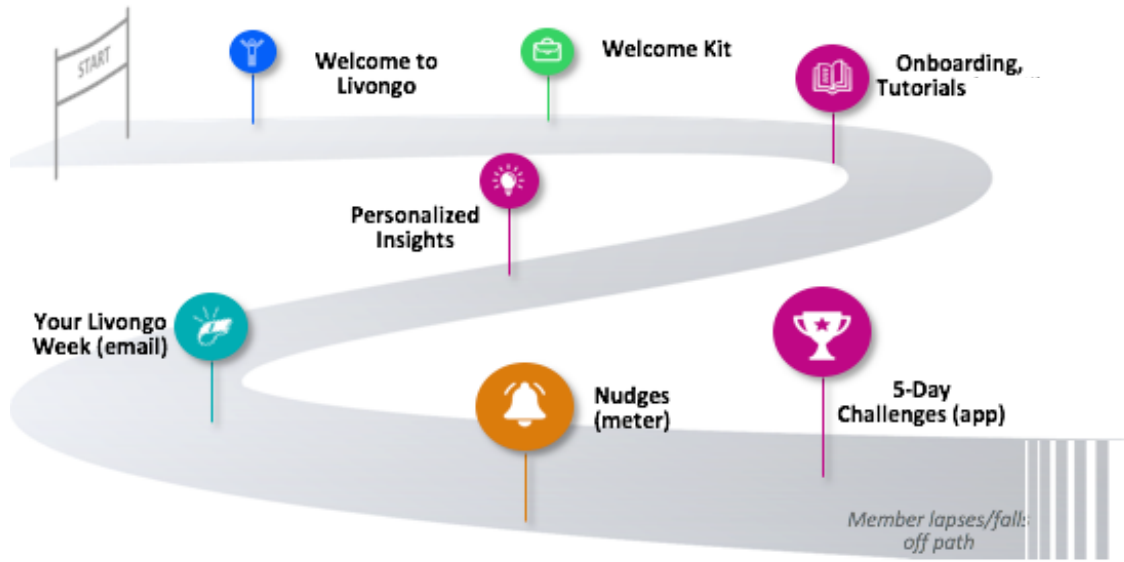


Expert Coaches

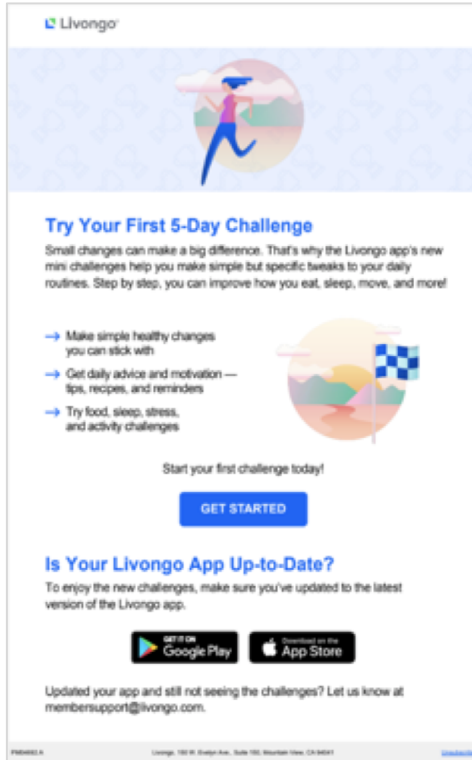
- Highly educated
- Accredited curriculum from ADA, AADE, AHA
- 24/7 live interventions and scheduled sessions

Livongo Delivers a Comprehensive Member Journey

Livongo provides communication journeys to best meet members' needs and preferences



Mini-Programs: 5-Day Challenges



Try Your First 5-Day Challenge

Small changes can make a big difference. That's why the Livongo app's new mini challenges help you make simple but specific tweaks to your daily routines. Step by step, you can improve how you eat, sleep, move, and more!

- Make simple healthy changes you can stick with
- Get daily advice and motivation — tips, recipes, and reminders
- Try food, sleep, stress, and activity challenges

Start your first challenge today!


GET STARTED

Is Your Livongo App Up-to-Date?

To enjoy the new challenges, make sure you've updated to the latest version of the Livongo app.

[GET IT ON Google Play](#) [Download on the App Store](#)

Updated your app and still not seeing the challenges? Let us know at membersupport@livongo.com.



Improve Your Daily Routine in Just 5 Days

We've all heard healthy advice before. The real challenge is turning advice into action, especially when you're busy. That's why the Livongo app's new 5-Day Challenges focus on helping you try a healthy habit for just 5 days. Here's how it works:

- ✔ Commit to doing 1 simple, specific action for 5 days in a row.
- ✔ Mark that you've completed it each day — checking in helps you stay accountable!
- ✔ Receive daily tips, recipes, and reminders to help you stay on track.

Try it this week! Small, powerful tweaks to your daily routine can become habit before you know it.

START YOUR FIRST CHALLENGE

Don't See the Challenges? Update Your App

To enjoy the new 5-Day Challenges, please update to the most recent version of the Livongo app.

[GET IT ON Google Play](#) [Download on the App Store](#)

Updated your app and still not seeing the challenges? Let us know at membersupport@livongo.com.

Bite-sized, self guided health challenges

Members try a new healthy behavior for 5 days at a time:

- ✓ Daily reminders
- ✓ Check-ins
- ✓ Mini-lessons

These fun and engaging challenges are a great way to build healthy habits at a manageable pace.

What's Included in the Livongo Program?

Livongo Welcome Kit



Every member who enrolls in Livongo receives a Welcome Kit:

- ✓ 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

Cellular Meter: Real-Time Feedback for Blood Glucose Checks

- Bright and accessible touchscreen
- Real-time feedback and analytics
 - ✓ **Dynamic response** based on glucose level, food intake, timing, and how member is feeling
 - ✓ **Provides guidance** on how to respond to high or low readings*
- One click to share health report, contact a coach, order strips, and contact support



Livongo's Expert Coaches

Our Coaches are Always Available

- ✓ **Unlimited access** including live phone coaching sessions
- ✓ **24/7 support** for acute high or low glucose events

Our Coaches are Highly Educated and Experienced in Diabetes

- ✓ Livongo coaches include **R.N.s, dietitians, & social workers**
- ✓ **Recognition and Accreditation** from Best In Class Organizations



Diabetes Response Specialists

24/7

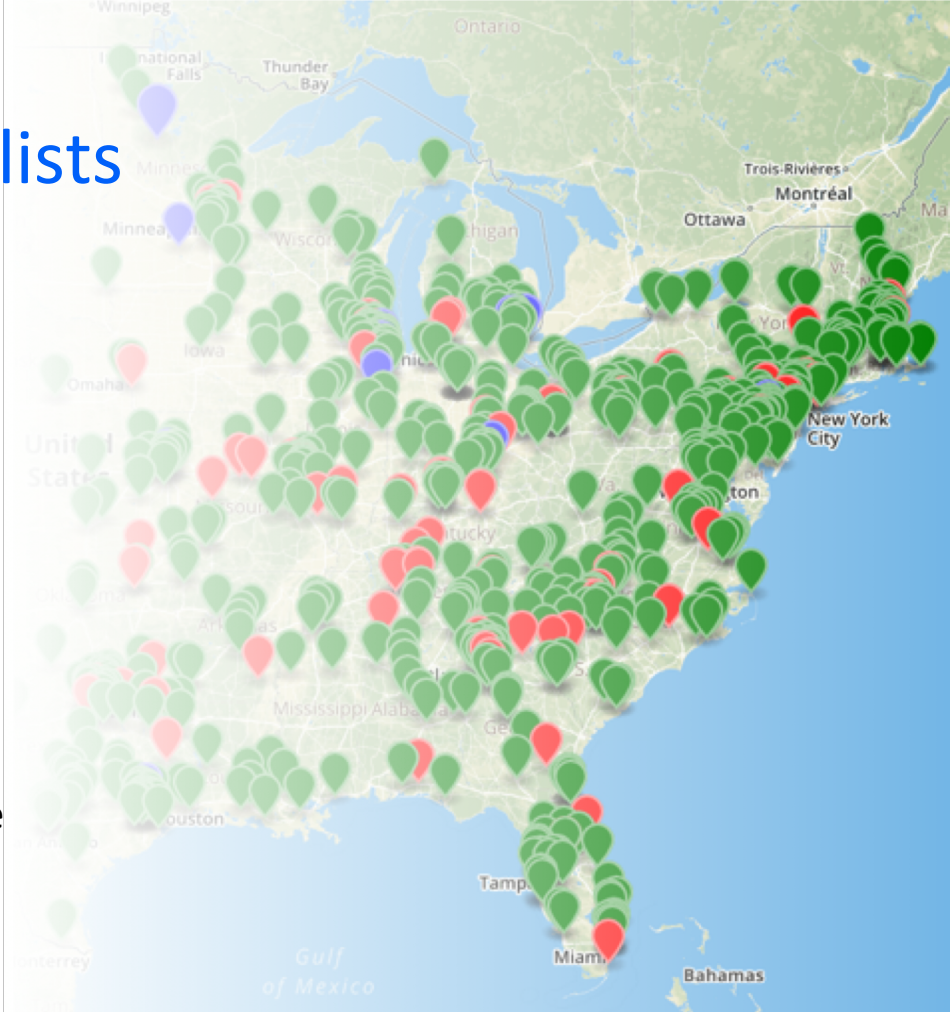
Remote monitoring for
glucose readings out of
normal range

99.96%

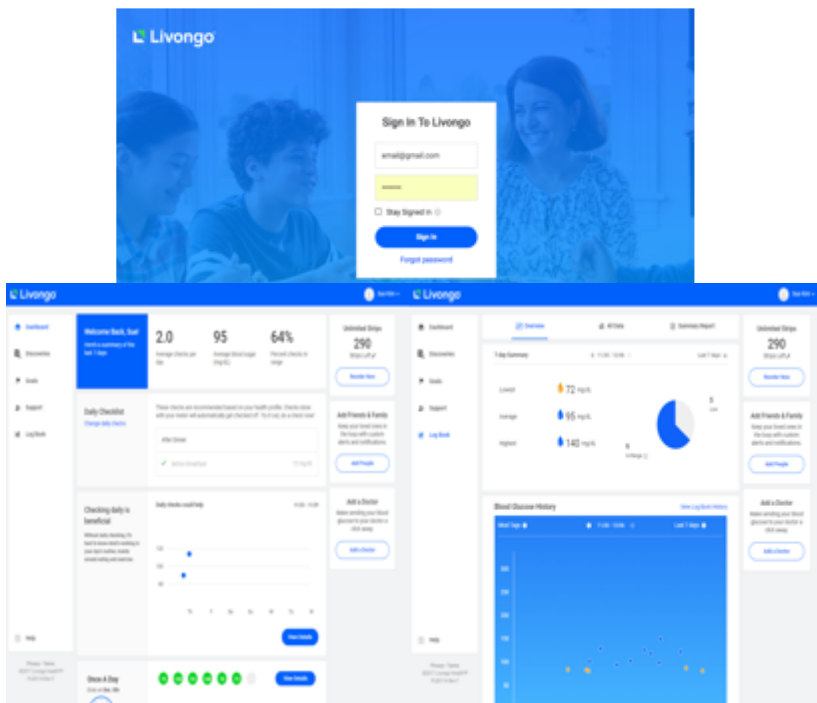
Response rate within 3
minutes

Follows physician provided recommendations to
stabilize and help member return to target range

Source: Livongo Data on File as of April 2019



Livongo Member Portal



Livongo's Member Portal is designed to highlight key program benefits and showcase member data in a meaningful way

Highlight Blood Glucose Trends

Leverages data visualizations, easy-to-read charts and graphs

Explains Program Benefits

Coaching sessions, health summary reports, and sharing information with loved ones and physicians

Other Benefits

Update member profile information, reorder supplies, and contact Member Support

Health Summary Report



Trends, details, and history give context

Health Summary Reports include a 30 and 90-day summary plus all logbook information, alerts, and responses.

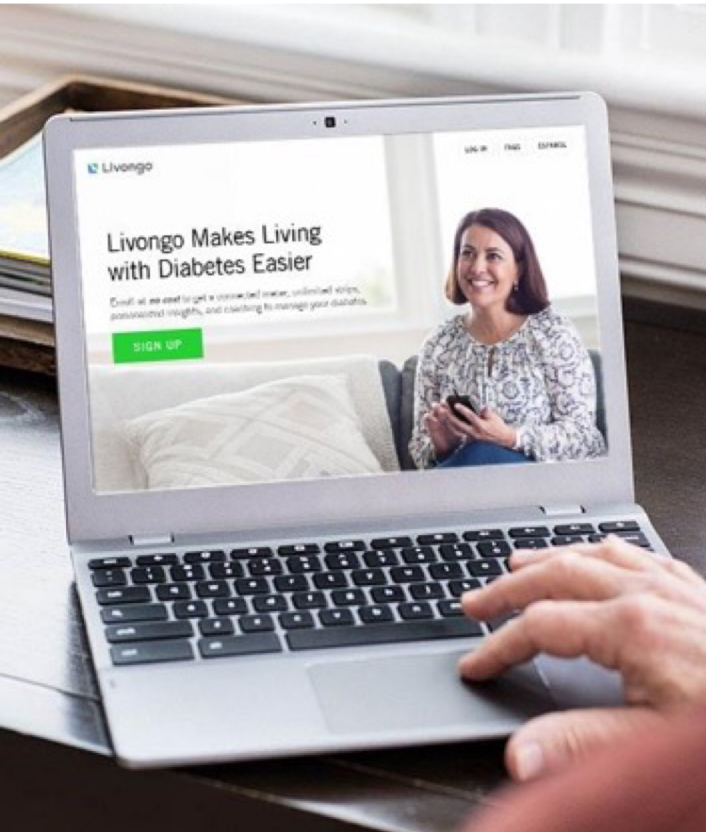
Sharing health information just got easier

Health Summary Reports are automatically generated and can be shared with a member's care team.

Designed with providers in mind

The Health Summary Report helps providers be more efficient and responsive to a member's needs.

How to get Started with Livongo



Registration is fast

Sign up is less than 10 minutes on: welcome.livongo.com

Multiple ways to enroll

Online registration: join.livongo.com/UTS

or

Member Support Call Center: (800) 945-4355

Client Specific Registration Code: **UTS**

Members complete a health profile

Personal Info: name, address, email, password

Insurance Info: Group & Member ID to validate eligibility

Health Profile: To better personalize the program

Thank you!

Dana Smith
Senior Manager, Client Success
dana.smith@livongo.com