# Livongo<sup>®</sup>

## for Diabetes

Empowering People with Chronic Conditions to Live Better and Healthier Lives



#### **Livongo Connected Blood Glucose Meter**

- Bright and accessible touchscreen
- Seamlessly stores readings in Livongo cloud
- Real-time feedback and analytics
- Cellular connectivity



#### Only one click to:







order strips



2

## **Unlimited Strips Remove Barriers to Checking**

- Strips automatically shipped to Members when supplies run low
- Meter and Mobile App allow one-click strip ordering by Members as needed



Average checks per day over last 120 days

**3**M Checks per month

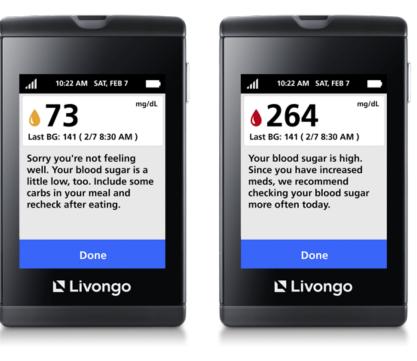
1. Livongo member data on file, March 2019. Average checks per day are for days during which members are performing blood glucose checks.





#### Real-Time Analytics and Feedback for Blood Glucose Checks

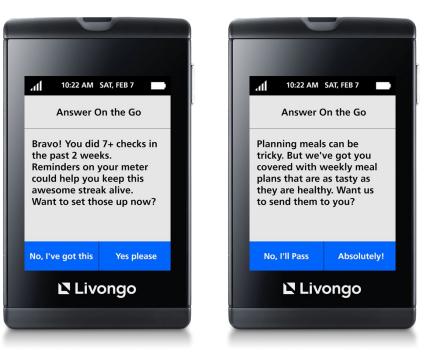
- Dynamic response based on glucose level, food intake, timing, and how Member is feeling
- Helps Members understand what
  numbers mean
- Provides guidance on how to respond to high or low readings<sup>1</sup>



4

#### Health Nudges<sup>™</sup>: Engagement Powered by Machine Learning

- **Positive reinforcement**: Encouragement and affirmation to increase engagement
- Feature referrals: Intelligently connect members with program features and benefits
- **Digital coaching:** based on patterns and trends

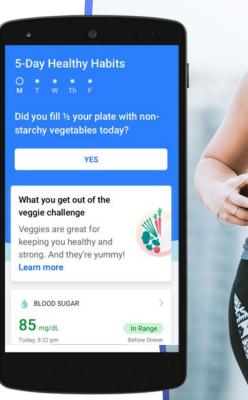


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## 5-Day Challenges Drive Small Changes for Big Wins

## Self-paced exercises designed to create lasting behavior change

- Short, structured engagement
- Attainable goals
- Accountability via reminders and push notifications
- Daily support and tips





### Lifestyle Changes Lead to Positive Outcomes



Fill  $\frac{1}{2}$  of your plate with non-starchy vegetables at least once a day.



Swap 1 sugary beverage with 1 glass of water a day.



Practice deep breathing once a day.



Get 7-9 hours of sleep.



Add a 10-minute walk to your routine

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#### **Expert Coaches**



- Highly qualified: certified diabetes educators, following ADCES curriculum and ADA standards of medical practice
- **Personalized support:** glucose control, diet, activity, and lifestyle management
- **Unlimited access:** including live, over-the-phone coaching sessions

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 24/7 support: Diabetes Response Specialists reach out for acute high or low glucose events



#### **Diabetes Response Specialists**

Remote monitoring for glucose readings out of normal range

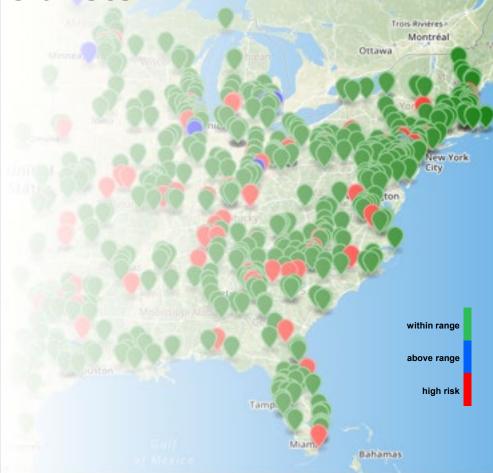


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24/7

Response rate within 3 minutes

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





#### Registration

#### **Multiple Ways to Join**

- Online Registration: <u>get.livongo.com/brown</u>
- Member Support Call Center: (800) 945-4355
- Client Specific Registration Code: [BROWN]

#### **Information Gathered**

- Personal Information: Name, Address, Email, Password
- Insurance information: Group & Member ID to validate eligibility
- Health Profile: To create a tailored experience
  from the start of the program



Mom + Executive Assistant + Cook

*"I was in total shock and depressed a lot when I was diagnosed. I didn't know what to do."* 

"I now start and end my day with the information I need to successfully approach my diabetes"

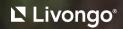


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powered by technology, guided by humanity.<sup>™</sup>

#### Thank you.

## Appendix

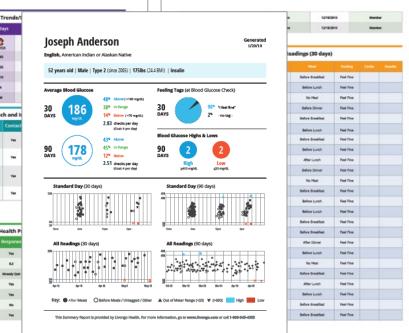


## **Health Summary Reports**

Send reports directly to care team with a few taps



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## **Livongo App: A Unified Multi-Condition Experience**

- One unified app experience whether Member has one or multiple conditions
- See glucose patterns and trends along with activity and other biometric data
- **Easy access** to coaching, supplies, and support

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