Livongo[®]

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

3M Checks per month

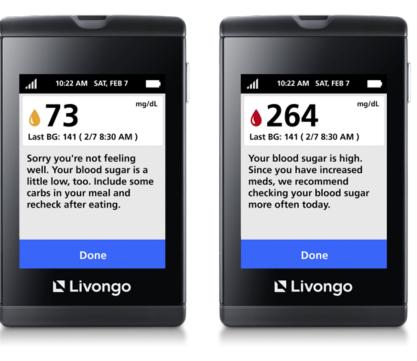
1. Livongo member data on file, March 2019. Average checks per day are for days during which members are performing blood glucose checks.





Real-Time Analytics and Feedback for Blood Glucose Checks

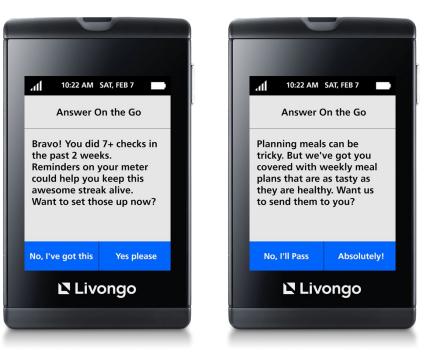
- Dynamic response based on glucose level, food intake, timing, and how Member is feeling
- Helps Members understand what
 numbers mean
- Provides guidance on how to respond to high or low readings¹



4

Health Nudges[™]: 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

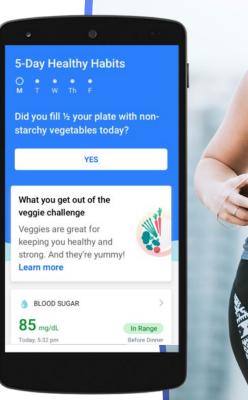


5

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

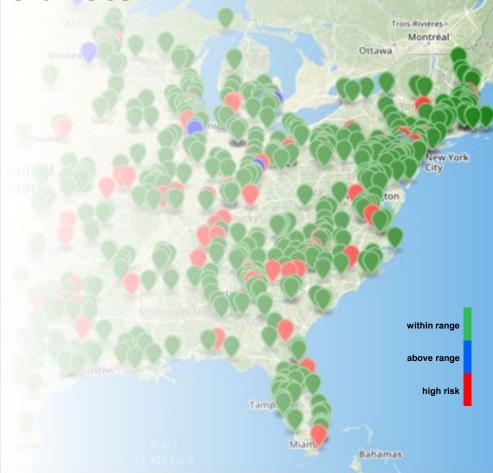


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24/7

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"

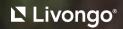


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powered by technology, guided by humanity.[™]

Thank you.

Appendix

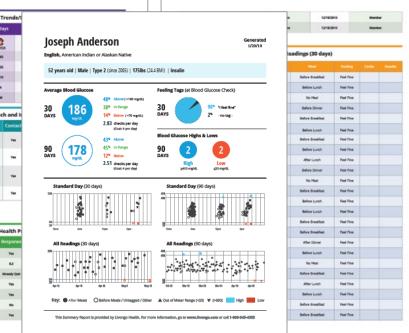


Health Summary Reports

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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