

Frequently Asked Questions

The challenge

The impact of chronic conditions continues to weigh on our country and those paying for healthcare. There are approximately 147 million Americans living with chronic conditions and, according to the Centers for Disease Control and Prevention (CDC), 90% of the nation's \$3.5 trillion in annual healthcare expenditures are for people with chronic and mental health conditions. Chronic conditions do not live in silos; the majority of individuals living with one chronic condition also live with or are at risk for other chronic conditions.¹

Program description

The Chronic Condition Management Plus solution combines connected technology, data science and virtual care capabilities with expert coaches for a comprehensive and integrated experience that streamlines chronic condition management and improves clinical outcomes. The program consists of 1. proprietary chronic condition management systems and technologies, 2. all required equipment and 3. diabetes-related testing strips and lancets (for diabetes members only).

Eligibility

Teladoc Health partners with clients to identify eligible members. Eligibility requirements vary for each solution.

- Diabetes Management Plus solution—requires diagnosis of type 1 or type 2
- Hypertension Management Plus solution—requires diagnosis of hypertension
- Prediabetes Management Plus solution—must meet CDC diabetes prevention program (DPP) qualification criteria
- As stated on the CDC website, an individual must meet the following requirements:
 - Be at least 18 years old -AND-
 - Be overweight (BMI \geq 25; \geq 23 if Asian) -AND-
 - Have no previous diagnosis of type 1 or type 2 diabetes -AND-
 - Have a blood test result in the prediabetes range within the past year:
 - Hemoglobin A1c: 5.7%-6.4% -OR-
 - Fasting plasma glucose: 100-125 mg/dL -OR-
 - Two-hour plasma glucose (after a 75gm glucose load): 140-199 mg/dL -OR-
 - Be previously diagnosed with gestational diabetes
 - Our program enrollment process will use the CDC-approved screening questionnaire

Value to member

- A single registration process for all chronic condition programs for which they are eligible
- Welcome Kit for each chronic condition program for which they qualify
- For diabetes: blood glucose meter, lancing device and carrying case
- For hypertension: blood pressure monitor
- For weight management: scale
- Digital mental health and wellness tools from myStrength
- Cellular-connected devices provide real-time feedback
- Personalized health challenges encourage small wins that make a big impact
- 24/7 remote monitoring with emergency outreach
- 1:1 live coaching with expert coaches
- Easy-to-share health summary reports for care coordination
- Medication support and outreach
- Lifestyle and condition-specific curriculum and content
- Livongo by Teladoc Health app and portal—nutrition, exercise and emotional health tools to track progress

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Devices, strips and lancets

GENERAL

Can a member share their device with family members?

Each device is assigned to a member's personal account, so we do not recommend sharing a device with others. Letting others use the device will result in inaccurate data.

What if a member needs a replacement device?

If the device is defective, Teladoc Health will send a replacement at no charge in accordance with the warranty. If a member breaks or loses the device, they will pay the cost share defined by their plan's benefit.

DIABETES TESTING SUPPLIES (DIABETES MEMBERS ONLY)

Who can receive a meter, strips and lancets?

Members enrolled in the Diabetes Management Plus program will receive a blood glucose meter, lancing device and a number of test strips and lancets. Members can request additional strips and lancets via their meter, the member portal, in the Livongo by Teladoc Health app or by calling member support.

Can a member use their current meter, strips and lancets?

The provided device and strips and lancets are necessary to take advantage of the benefits of the chronic condition programs. Members can use their own lancing devices because that will not affect the efficacy of the meter. For health and safety reasons, a member should not share the lancing device with anyone, including family members.

Are the strips, meter and lancets included with the program at no cost to the member?

Yes, unlimited strips and lancets are included at no cost to the member.

Is there a limit on the number of strips?

No, there is no limit on the number of test strips that a member can order. A member will receive a reminder to order more test strips when they reach a 20-day supply. This number is calculated individually for each member based on the number of checks they perform each day in their health profile. If the member needs more strips and the option is not available on their meter or member portal, they can call the member support line.

How do members reorder strips?

Members can reorder strips in four ways:

1. On the member website at my.livongo.com
2. On the meter
3. On the Livongo by Teladoc Health mobile app
4. By calling Member Support anytime at 800-945-4355

Does the meter integrate with an insulin pump?

The meter does not currently integrate with insulin pumps. However, insulin pump users are not excluded from participating in the program. Typically, the lack of pump integration requires the member to manually input their blood glucose (BG) reading values rather than having the reading transfer automatically.

What if a client or member has questions about our device accuracy?

Reach out to your product lead or Teladoc Health sales representative.

Can a member decide to turn off the alerts that cause a coach to call the member if they register a high reading?

Yes, alerts are customized to the member. They can set alerts at whatever reading they want or turn them off entirely.

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What devices are provided in the Weight Management and Prediabetes Management programs?

A cellular-connected scale that allows members to weigh themselves without any manual set up or syncing of devices is provided.

Are activity trackers also offered?

Activity trackers are not offered. However, members who have their own activity tracker will be able to sync their devices to the Livongo by Teladoc Health mobile app using Apple HealthKit or Google Fit for iOS and Android devices, respectively.

Coaching

What credentials do Chronic Condition Management Plus program coaches have?

Our expert coaches are required to have a bachelor's degree in their chosen field of nutrition and dietetics, exercise physiology or behavioral science. In addition to our coaching staff's degrees, licenses and certifications, every coach has completed The Livongo Coaching Foundations and Fundamentals certification, which they must renew each year. This includes training on behavior-change techniques, such as motivational interviewing.

Finally, our coaches have additional certifications based on the programs they are servicing:

- For the diabetes program, coaches are all certified diabetes care and education specialists (CDCESs).
- For the hypertension program, coaches are all chronic condition specialists.

For the prediabetes program, coaches are all Prediabetes Management Program Lifestyle Coaches, as mandated by the CDC.

Can members work with the same coach?

Yes, a member can request to work with the same coach over time.

How often are coaches available to assist participating members?

Within the context of the one-on-one coaching relationship, members can expect individualized interactions and responses coming during normal business hours. Coaches are available to support acute events 24 hours a day, 365 days a year so that members can always get the help and support they need to manage their condition. Members also have the ability to ask questions via the "ask a coach" app function at any time.

How much time does the coach have to respond to a member after an alert (diabetes members only)?

Our diabetes response specialists respond to alerts within three minutes (per service-level agreement).

What happens during a real-time intervention (diabetes members only)?

When coaches respond to a real-time intervention, the goal is to ensure that the member is stable and able to follow physician-recommended guidelines for treating low or high blood glucose. The coach will work with the member to follow physician-provided treatment recommendations to safely return blood glucose to the target range. The coach will also then seek to understand if the member should be a future candidate for scheduled coaching. If the member is regularly alerting with unsafe low or high blood sugar readings, coaches may look to schedule a coaching session to help educate the member and collaborate on strategies that can help the member decrease the frequency of out-of-range readings in the future.

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Does the Chronic Condition Management Plus program work for members who are currently on insulin?

Our coaches work with all members regardless of the types of medication they take (insulin, orals, combination of insulin plus oral). Coaches do not make medication adjustments or dosing recommendations as this is outside the scope of practice for a CDCES. However, if a member voices the goal of wanting to reduce the number of medications they are taking to manage their diabetes, a coach will work with the member to ensure other areas of diabetes self-management (healthy eating, physical activity, stress management) are optimized to help in achieving the broader goal of reducing or eliminating medications.

A coach will work with members to help them better understand the medications that they are taking, ensure that members understand dosing and are following their physician's recommended dosing guidelines, and are taking medications in a safe manner.

Member experience

How do participants know about the program?

The Chronic Condition Management Plus program includes a multi-channel enrollment and engagement strategy to reach eligible members. Channels include employer communications, direct mail and email. The Teladoc Health team responsible for this member communication strategy consistently evaluates and refines the messaging and channel use to optimize engagement. Each group launch includes a 90-day engagement plan that targets the eligible population with relevant messaging. The launch campaign typically kicks off with a staff-wide notification (template provided) sent by the group's HR or benefits administrator. After launch, the Teladoc Health team delivers ongoing campaigns to ignite interest and usage.

What happens after sign-up?

After a member signs up for our chronic condition program, Teladoc Health will process registration, send a confirmation email and ship a Welcome Kit. A member can expect to receive the Welcome Kit within three to five business days after receiving the confirmation email. The Welcome Kit includes the program-specific device and applicable strips and lancets. Members also receive access to the member website and mobile app, where they can personalize the program and access their readings and program tools; and the myStrength web portal and mobile app, where they can access mental health and wellness digital programs and tools.

In what languages is the program available?

Our language line supports over 200 languages.

Is there a cost for members who participate in the program?

The program is offered at no cost to members.

How can members view their health information or trends?

After a member takes a reading with the device, it will automatically upload readings to their personal online account. A member can access the readings on their device, at my.livongo.com (diabetes management) or via their Livongo by Teladoc Health app, which shows logs along with insights and graphs of their blood glucose (BG). Health summary reports can be printed or emailed to a member's doctor or healthcare provider.

Can a member share their health information with their doctor and people on their healthcare team?

A member is always in charge of how they want the program to work for them. All chronic condition programs give members the tools to easily share their information with their doctor, nutritionist or anybody when they want via the meter or portal-sharing features.

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Does a member have to use the device provided to them, or can they use their own?

Members must use our proprietary device to participate in the program.

How often will the member receive communication, and how can they adjust the frequency or opt out?

Frequency varies depending on the preferences the member has set in their account. Members can customize what out-of-range readings for which a coach should contact them. Members can opt out of communications by logging in to their account and visiting “notifications” in the drop-down menu located at the top right of the screen.

How long can a member participate in the program?

A member can participate in the program if they remain clinically eligible and retain active coverage.

Is a member's information confidential?

Yes, you can view our full privacy statement by visiting [privacy practices and policy](#).

Can a member cancel their membership?

Yes, they can cancel at any time for any reason. Members need to call the Member Support line at 800-945-4355 or email help@livongo.com.

Program website(s)

Member portal: [My.livongo.com/login](https://my.livongo.com/login)

¹American Diabetes Association. 2018. “Economic Costs of Diabetes in the U.S. in 2017.” Diabetes Care 2018 May; 41(5): 917-928. <https://doi.org/10.2337/dc18-0007>

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About Teladoc Health: Teladoc Health is transforming the healthcare experience and empowering people everywhere to live healthier lives. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages more than a decade of expertise and data-driven insights to meet the growing virtual care needs of consumers and healthcare professionals.

