Livongo for Diabetes:

BROWN

Empowering All People with Chronic Conditions to Live Better and Healthier Lives

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What is Livongo?

Livongo for Diabetes is a free health benefit that combines technology with coaching to support individuals living with Diabetes.

Who is eligible?

- Brown University employees and their spouses enrolled in Brown University medical plan

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Livongo Welcome Kit

The meter arrives preconfigured for you in the Livongo Welcome Kit which includes:

- Livongo Blood Glucose Meter
- 150 Test Strips
- 1 Lancing Device
- 100 Lancets
- Control Solution
- AC Adapter and USB Charger
- Carrying Case

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The Livongo Experience

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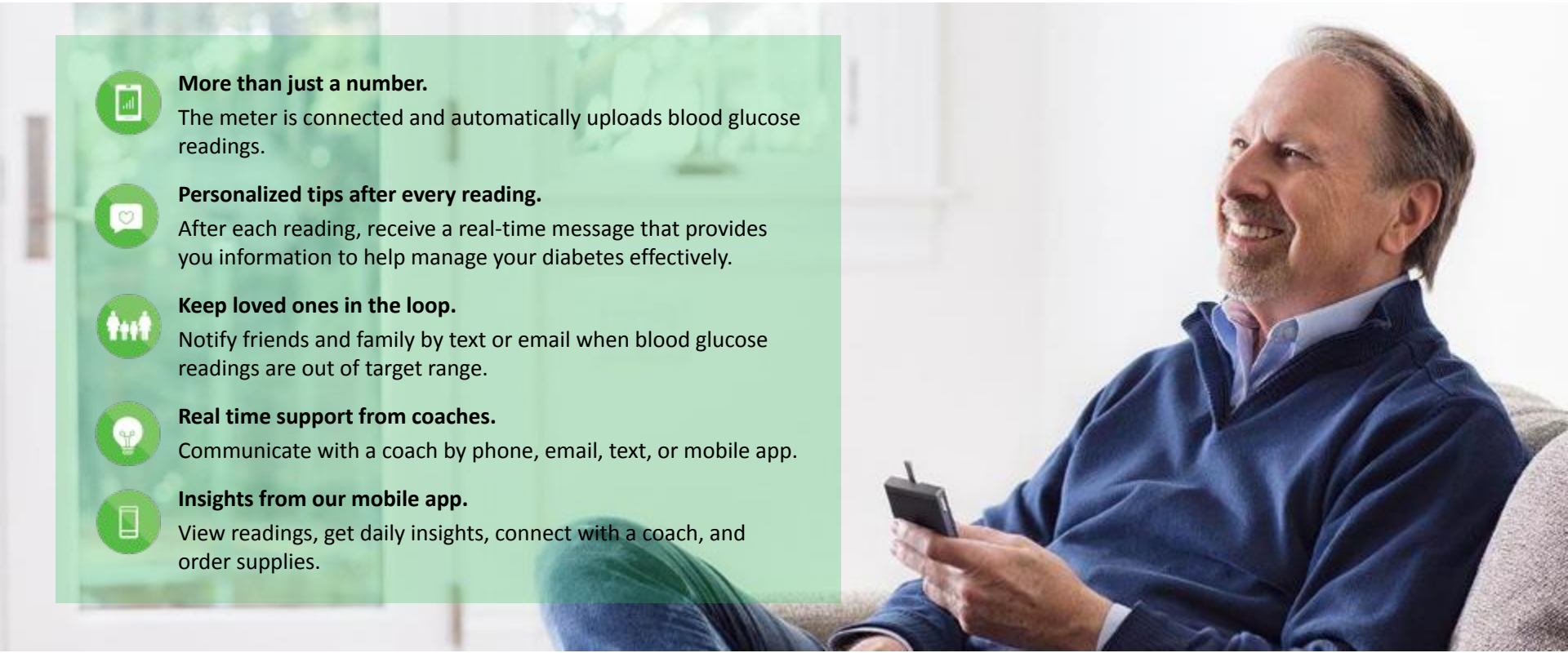
The Livongo Experience is Member-Centric



More than just a number.
The meter is connected and automatically uploads blood glucose readings.

Personalized tips after every reading.
After each reading, receive a real-time message that provides you information to help manage your diabetes effectively.

Keep loved ones in the loop.
Notify friends and family by text or email when blood glucose readings are out of target range.

Real time support from coaches.
Communicate with a coach by phone, email, text, or mobile app.

Insights from our mobile app.
View readings, get daily insights, connect with a coach, and order supplies.

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Livongo is a New Approach to Diabetes Management

Cellularly-enabled blood glucose meter

- FDA-cleared with touchscreen
- Provides personalized insights
- First meter with remote software upgrades

Real-time data analytics

- Clinical data analytics drive behavior change
- Personalized rules engine provides insights and educational content

24/7/365 insights and real-time support

- Personalized coaching and trends management
- Live interventions triggered by acute alerts

Free unlimited supplies

- Strips and lancets shipped directly to member
- Automated reordering based on usage

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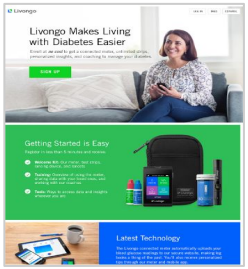
Livongo Delivers a Comprehensive Member Journey

Welcome Kit

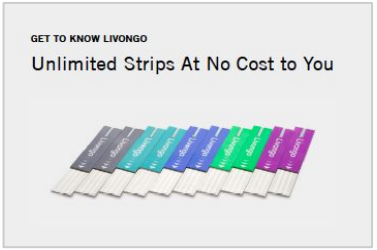
Personalized Insights

Remote Monitoring and Coaching

Enrollment

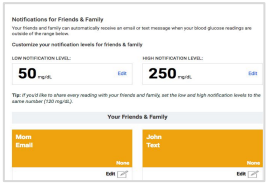


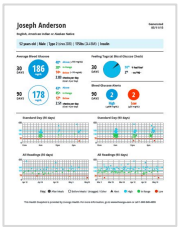
Onboarding



Mobile App

Data Sharing with Family and Providers





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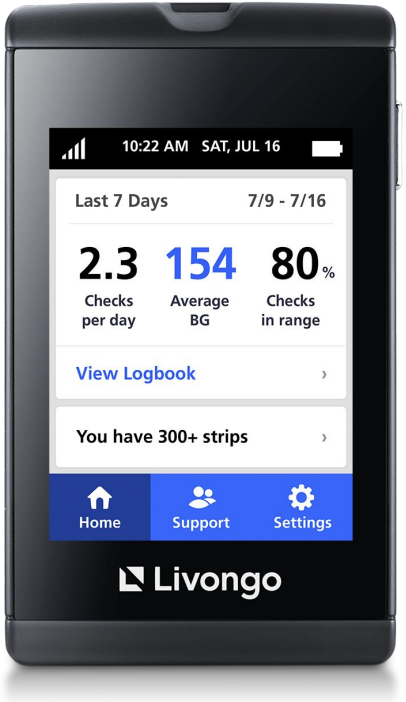
Livongo Connected Meter Simplifies Diabetes



Automatic uploads make it easy

The meter uploads blood glucose readings to a secure portal, making logbooks and sync cables a thing of the past.

Personalized insights delivered to the meter

Livongo delivers timely, personalized information and tips on your meter.

Over-the-Air (OTA) updates ensure latest technology

Livongo is the first program to deliver OTA updates, keeping you equipped with the latest technology.

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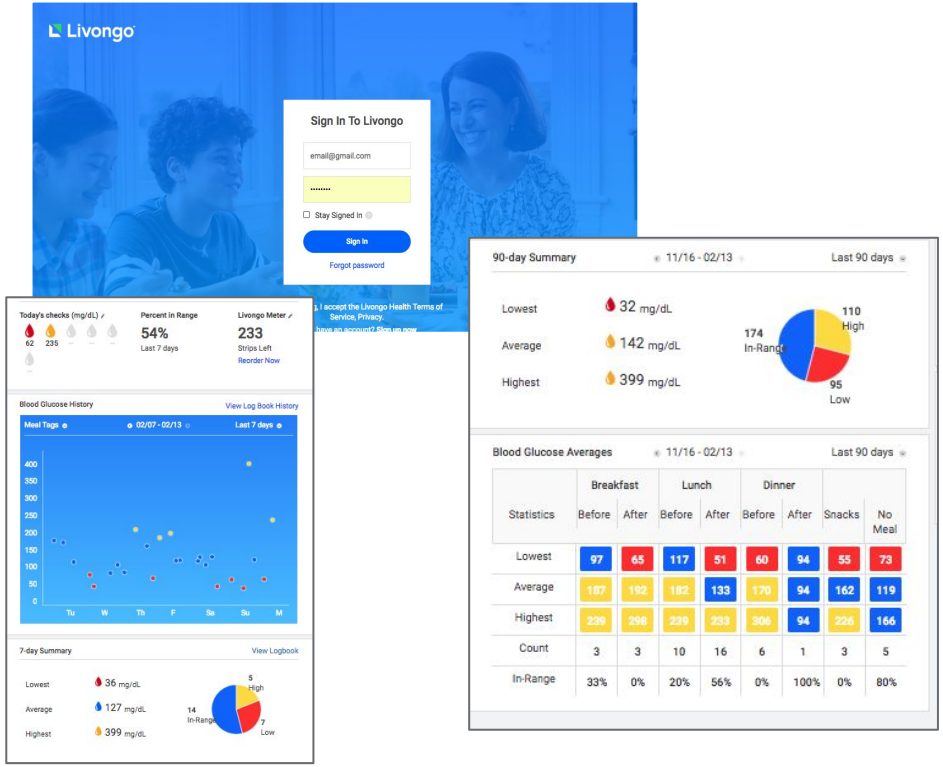
Livongo Member Portal



Livongo's member portal is designed to highlight key program benefits and showcase your data in a meaningful way.

Highlight blood glucose trends: Leverages data visualizations, easy-to-read charts, and graphs.

Exposes program benefits: Coaching sessions, health summary reports, and sharing information with loved ones and physicians.

Other benefits: Updating member profile information, reordering supplies, and contacting Member Support.

Member portal in action!

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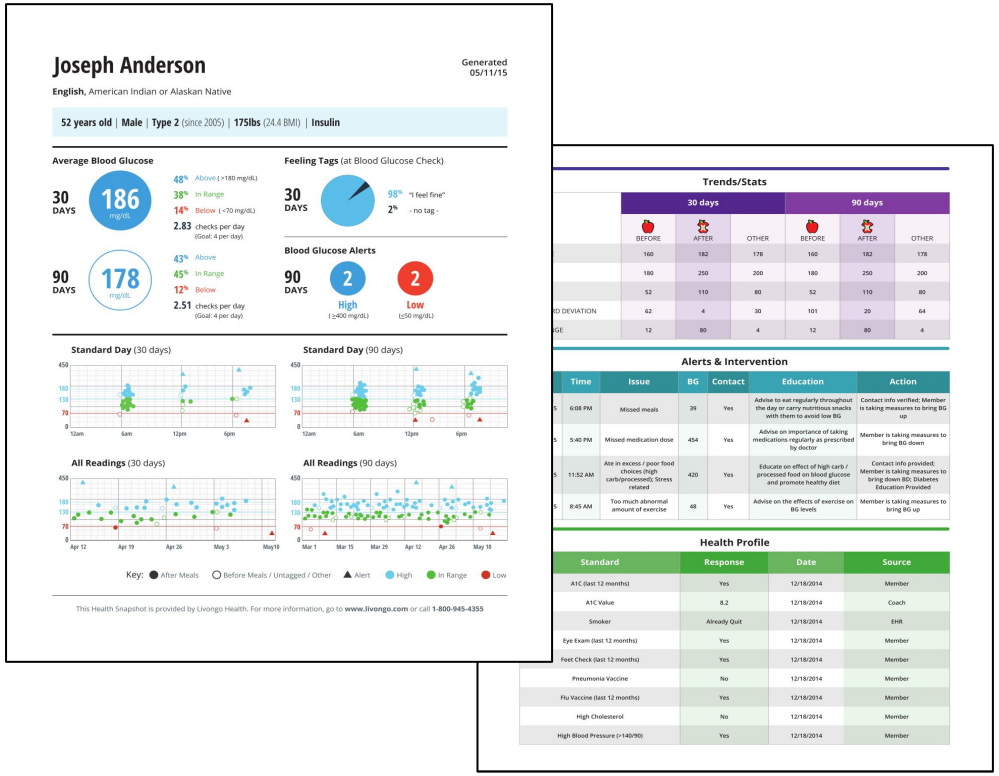
Health Summary Reports



Joseph Anderson

Generated 05/11/15

English, American Indian or Alaskan Native

52 years old | **Male** | **Type 2** (since 2005) | **175lbs** (24.4 BMI) | **Insulin**

Average Blood Glucose

30 DAYS 186 mg/dL — 48% Above (>180 mg/dL), 38% In Range, 14% Below (<70 mg/dL), 2.83 checks per day (Goal: 4 per day)

90 DAYS 178 mg/dL — 43% Above, 45% In Range, 12% Below, 2.51 checks per day (Goal: 4 per day)

Feeling Tags (at Blood Glucose Check)

30 DAYS — 98% "I feel fine", 2% - no tag -

Blood Glucose Alerts

90 DAYS — 2 High (≥400 mg/dL), 2 Low (≤50 mg/dL)

Standard Day (30 days) / **Standard Day** (90 days)

All Readings (30 days) / **All Readings** (90 days)

Key: After Meals, Before Meals / Untagged / Other, Alert, High, In Range, Low

This Health Snapshot is provided by Livongo Health. For more information, go to www.livongo.com or call 1-800-945-4355

Trends/Stats

	30 days			90 days		
	BEFORE	AFTER	OTHER	BEFORE	AFTER	OTHER
	160	182	178	160	182	178
	180	250	200	180	250	200
	52	110	80	52	110	80
D DEVIATION	62	4	30	101	20	64
GE	12	80	4	12	80	4

Alerts & Intervention

	Time	Issue	BG	Contact	Education	Action
5	6:08 PM	Missed meals	39	Yes	Advise to eat regularly throughout the day or carry nutritious snacks with them to avoid low BG	Contact info verified; Member is taking measures to bring BG up
5	5:40 PM	Missed medication dose	454	Yes	Advise on importance of taking medications regularly as prescribed by doctor	Member is taking measures to bring BG down
5	11:52 AM	Ate in excess / poor food choices (high carb/processed); Stress related	420	Yes	Educate on effect of high carb / processed food on blood glucose and promote healthy diet	Contact info provided; Member is taking measures to bring down BG; Diabetes Education Provided
5	8:45 AM	Too much abnormal amount of exercise	48	Yes	Advise on the effects of exercise on BG levels	Member is taking measures to bring BG up

Health Profile

Standard	Response	Date	Source
A1C (last 12 months)	Yes	12/18/2014	Member
A1C Value	8.2	12/18/2014	Coach
Smoker	Already Quit	12/18/2014	EHR
Eye Exam (last 12 months)	Yes	12/18/2014	Member
Feet Check (last 12 months)	Yes	12/18/2014	Member
Pneumonia Vaccine	No	12/18/2014	Member
Flu Vaccine (last 12 months)	Yes	12/18/2014	Member
High Cholesterol	No	12/18/2014	Member
High Blood Pressure (>140/90)	Yes	12/18/2014	Member

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 your care team.

Keep your providers in the know, share your report!

The Health Summary Report is designed with providers in mind. When shared with your physician, it can help them be more efficient and responsive to your health needs.

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Your health profile, condition history, medications, etc.

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Blood Glucose Highs & Lows

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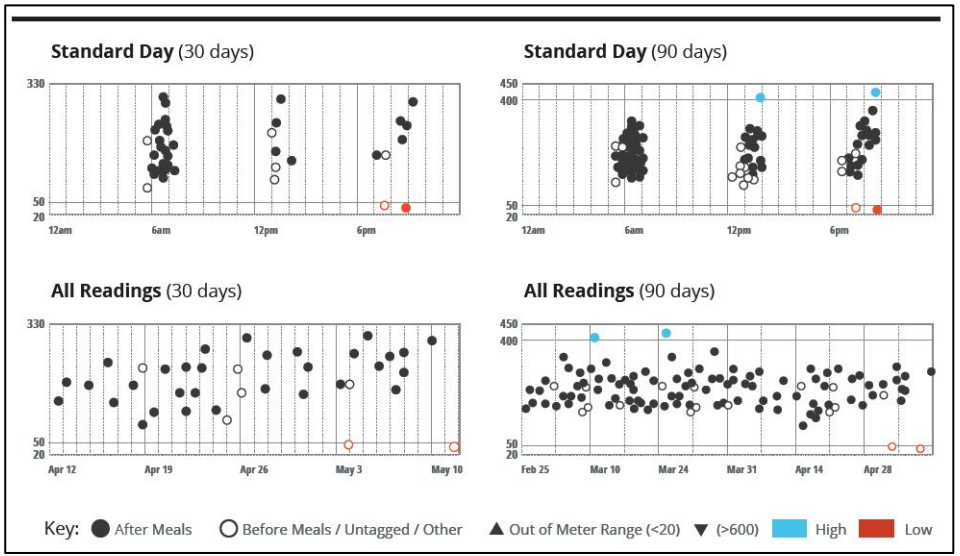

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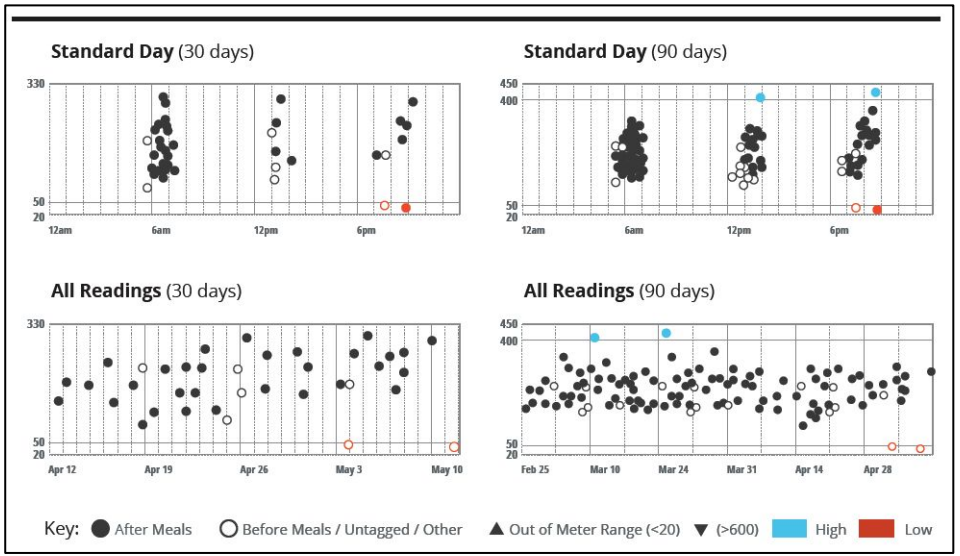

Easy to read snapshot of management over the past 30 and 90 days

- Average checks per day and average BG reading
- Visibility into time spent in and out of range
- Totals of high and low readings

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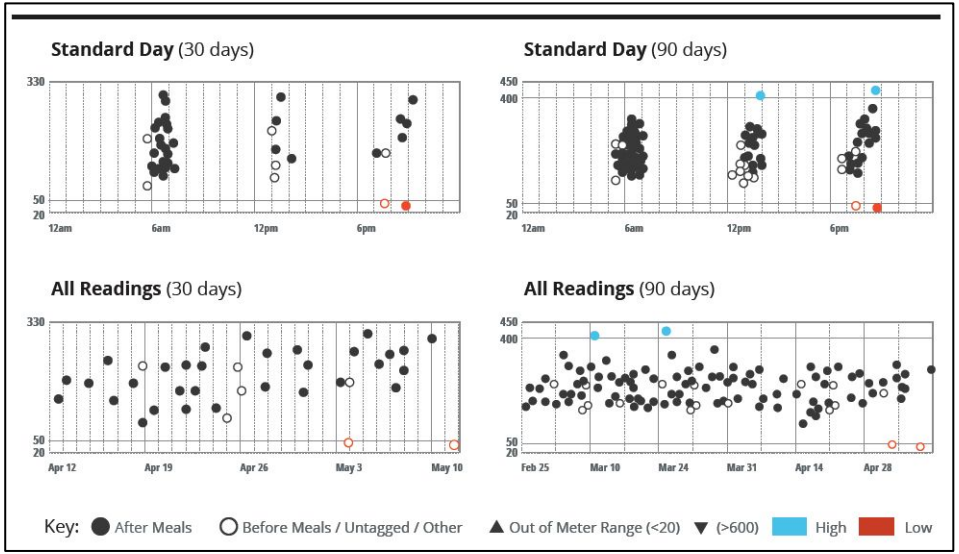
Tracking feeling patterns when checking allows your physician to make management recommendations



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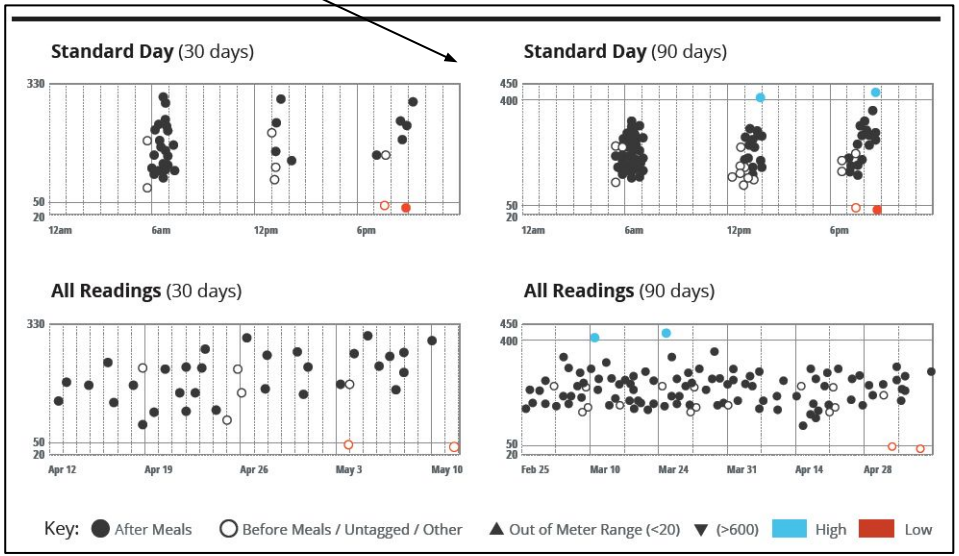
Visualizations consolidate BG data

- Provides a clear history of checking patterns
- Illustrates BG trends



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Low	52	110	80	52	110	80
Standard Deviation	62	4	30			
% in Range	12	80	4			

Snapshot of BG trends before and after meals

Outreach and Intervention

Date	Time	Issue	BG	Contact	Advice	Action
05/10/2017	6:08 PM	Missed meals	39	Yes	Advise to eat regularly throughout the day or carry nutritious snacks with them to avoid low BG	Contact info verified; Member is taking measures to bring BG up
03/25/2017	5:40 PM	Missed medication dose	434	Yes	Advise on importance of taking medications regularly as prescribed by doctor	Member is taking measures to bring BG down
03/10/2017	11:52 AM	Ate in excess / poor food choices (high carb/processed); Stress related	420	Yes	Educate on effect of high carb / processed food on blood glucose and promote healthy diet	Contact info provided; Member is taking measures to bring down BD; Diabetes Education Provided
03/01/2017	8:45 AM	Too much abnormal amount of exercise	48	Yes	Advise on the effects of exercise on BG levels	Member is taking measures to bring BG up

Member's preferred outreach thresholds:
2/25/17 – 3/14/17: **>420 mg/dL** and **<50 mg/dL**
3/15/17 – Present: **>450 mg/dL** and **<55 mg/dL**
Night time: **9pm – 6am**, opted out

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Snapshot of BG trends before and after meals

Summarized log of alert interactions with Livongo

- Insights around what prompted the out of range reading and what advice and actions were taken to get back in range
- Visibility into interaction preferences and outreach thresholds

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Pneumonia Vaccine	No	12/18/2016	Member
Flu Vaccine (last 12 months)	Yes	12/18/2016	Member

All In Touch Readings (30 days)

Date	Time	BG Value (mg/dL)	Meal	Feeling	Carbs	Insulin
Sat 4/25	7:42AM	216	Before Breakfast	Feel Fine		
Sat 4/25	1:36PM	83	Before Lunch	Feel Fine		
Sat 4/25	4:52PM	75	No Meal	Feel Fine		
Sat 4/25	7:32PM	137	Before Dinner	Feel Fine		
Sun 4/26	9:51AM	88	Before Breakfast	Feel Fine		
Sun 4/26	2:59PM	110	Before Lunch	Feel Fine		
Mon 4/27	8:44AM	238	Before Breakfast	Feel Fine		

Understanding what tests and vaccinations have been completed

- Informs physician on most recent health services related to Diabetes and allows them to make recommendations as necessary

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Full log of BG readings with associated meal and feeling tags

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***This data is vital in helping your physician understand your diabetes management. Share your report from the member portal, the meter, or the mobile app!**

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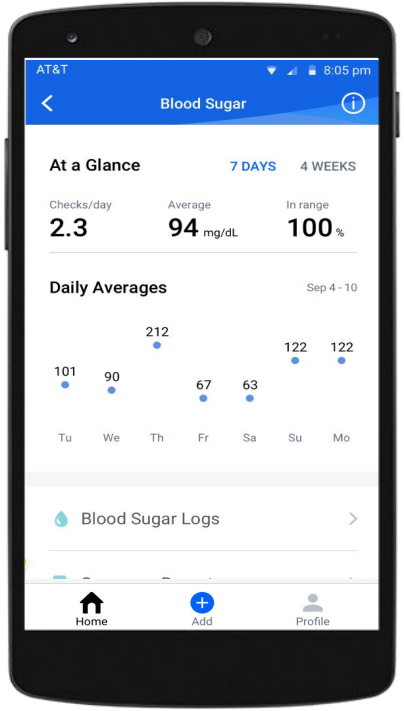
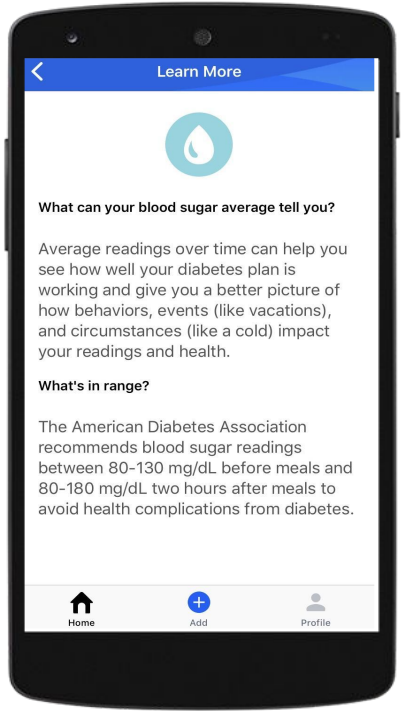
Livongo Mobile App

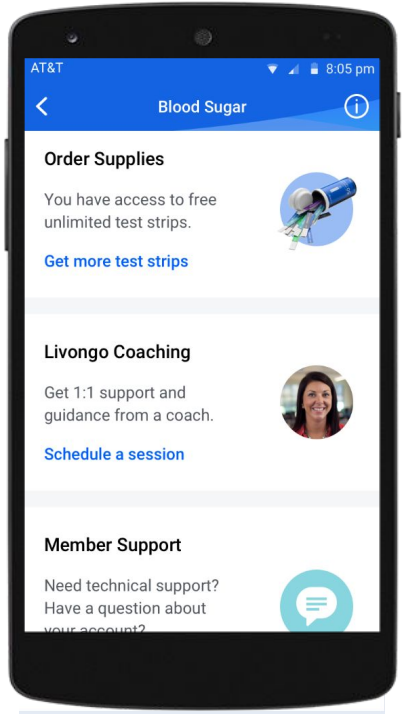
View Blood Glucose Data



Learn More About Your Diabetes



Contact Member Support, Schedule a Coaching Session, or Order More Supplies



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Coaching Anytime, Anywhere

Our coaches are always available

You can connect with Livongo coaches in English and Spanish by phone, text, or email 24 hours a day.

Our coaches are highly educated and experienced in diabetes

Livongo coaches are certified by the American Association of Diabetes Educators and include R.N.s, dieticians, and nutritionists.

Our coaches reach out when it matters most

Livongo coaches call or text within minutes of a high or low blood glucose reading to provide support 24 hours a day.

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Livongo Makes it Easy to Check

Unlimited supplies

Strips and lancets are 100% free and unlimited.

One click to re-order supplies

When you are low on test strips, you can re-order with one click on any device.

Supply refills arrive at your doorstep

You no longer have to go out of your way to pick up supplies from the pharmacy.

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Importance of Using the Livongo Meter

All of your readings in one place

More data means more meaningful insights and trends to help you understand your diabetes.

Meaningful reports for your physician

Consolidated health data provides a clearer picture of your diabetes trends and can help your physician make recommendations.

Brown University requests that members leverage one glucometer

To make the most out of the program, Brown University recommends recommend the use of use one glucometer since it's offered as a benefit/resource.

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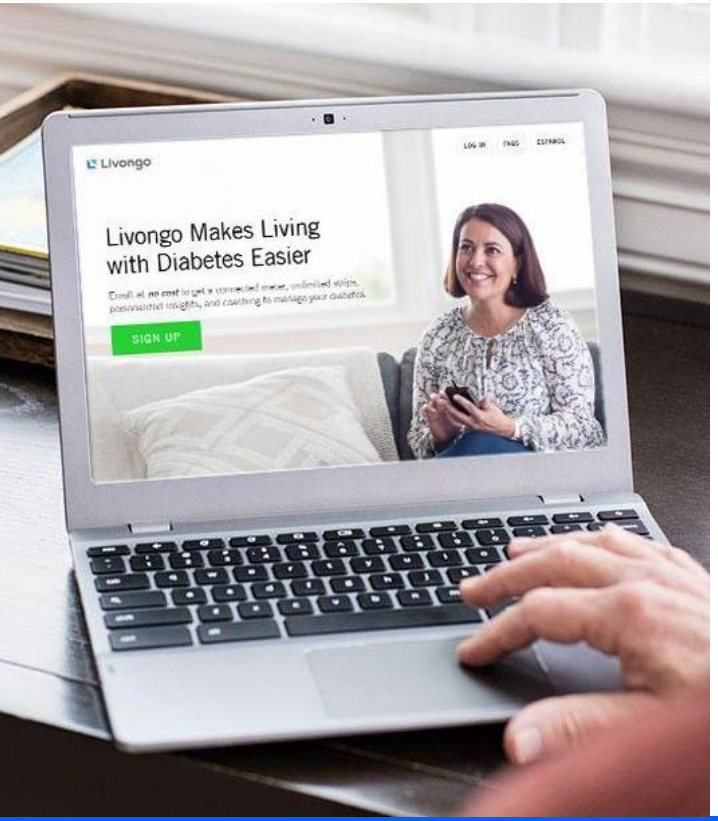
How Do I Enroll?



Registration is fast

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

Multiple ways to enroll

Online Registration: go.livongo.com/BROWN

Member Support Call Center: (800) 945-4355

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

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FAQs

Who is eligible?

- Brown University employees, their dependents (13+) and retirees enrolled in a Brown University medical plan

How much will the program cost me?

- FREE benefit through Brown University!

How many coaching sessions can I schedule?

- There is no limit. Schedule as many and as often as you'd like.

How much are the test strips?

- FREE, unlimited, and delivered right to the home

How do I sign up?

- Simply go to go.livongo.com/BROWN and make sure to use the Registration Code: BROWN

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Thank You

Livongo

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