



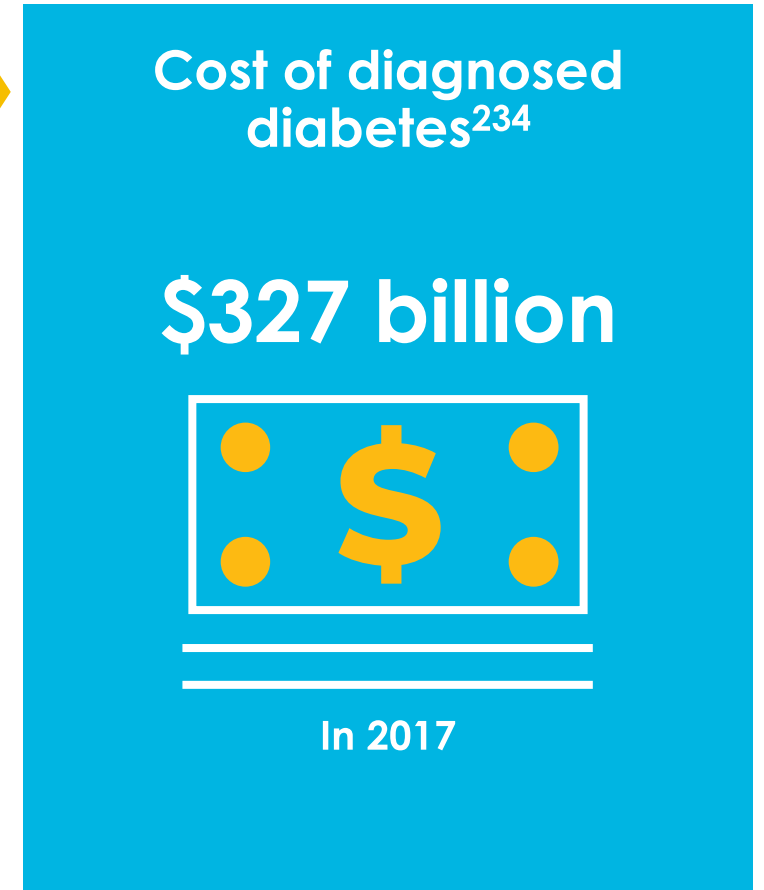
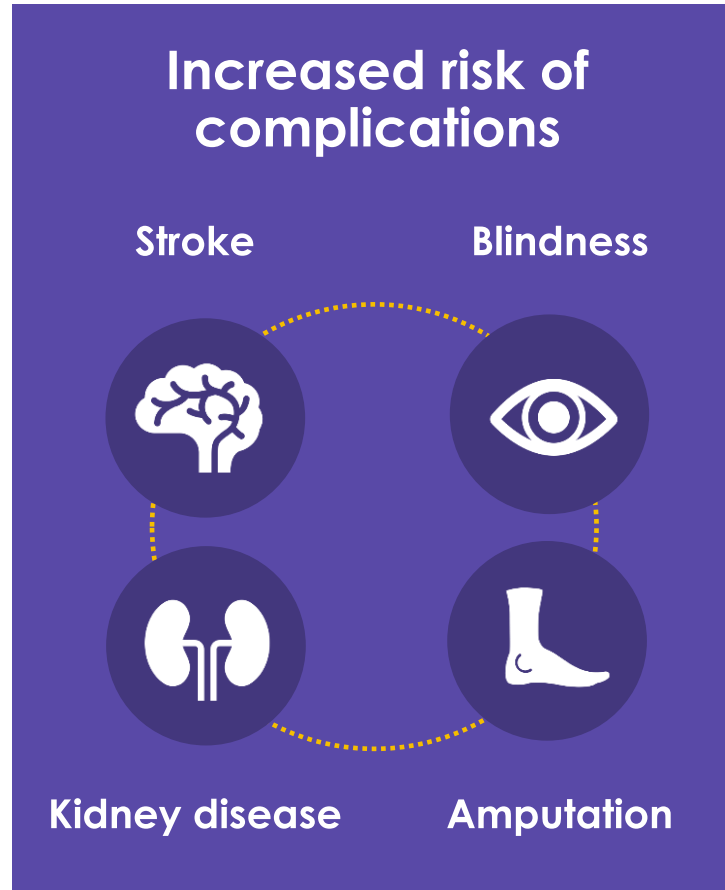
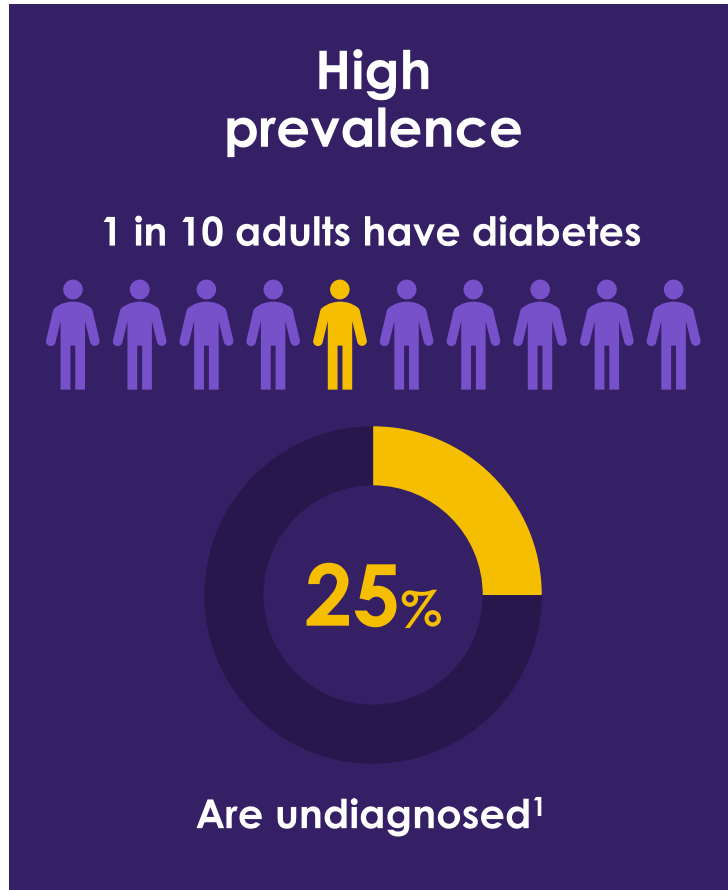
Diabetes Management Program Overview





Empowering people with
chronic conditions to live
better and healthier lives.

The burden of diabetes



CDC Diabetes Quick Facts.(2019) <https://www.cdc.gov/diabetes/basics/quick-facts.html>. Accessed 9 August 2019

ADA Economic Costs of Diabetes in the U.S. in 2007. Diabetes Care. 2008 Mar; 31(3): 596-615. <https://doi.org/10.2337/dc08-9017>

ADA Economic Costs of Diabetes in the U.S. in 2012. Diabetes Care. 2013 Apr; 36(4): 1033-1046. <https://doi.org/10.2337/dc12-2625>

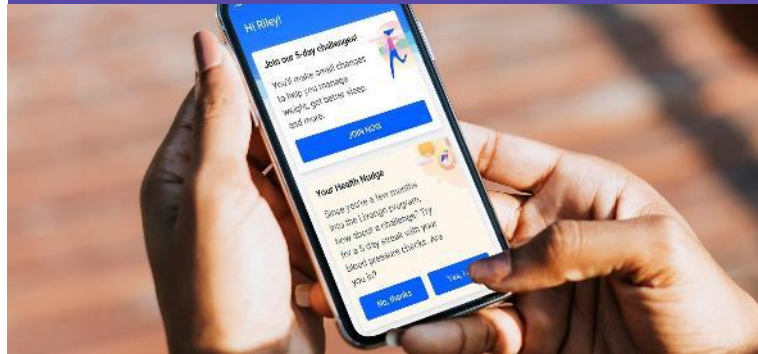
ADA Economic Costs of Diabetes in the U.S. in 2017. Diabetes Care. 2018 May; 41(5): 917-928. <https://doi.org/10.2337/dci18-0007>

Why Livongo is different



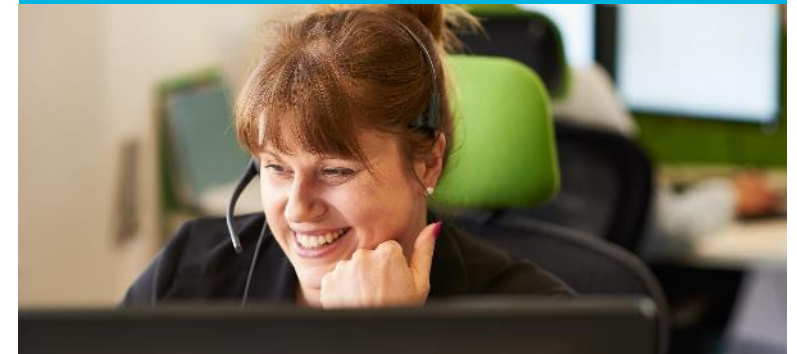
Effortless Data Collection

As members move throughout their daily lives our connected devices and ecosystem partnerships aggregate real-world data securely and effortlessly



Personalized Health Signals

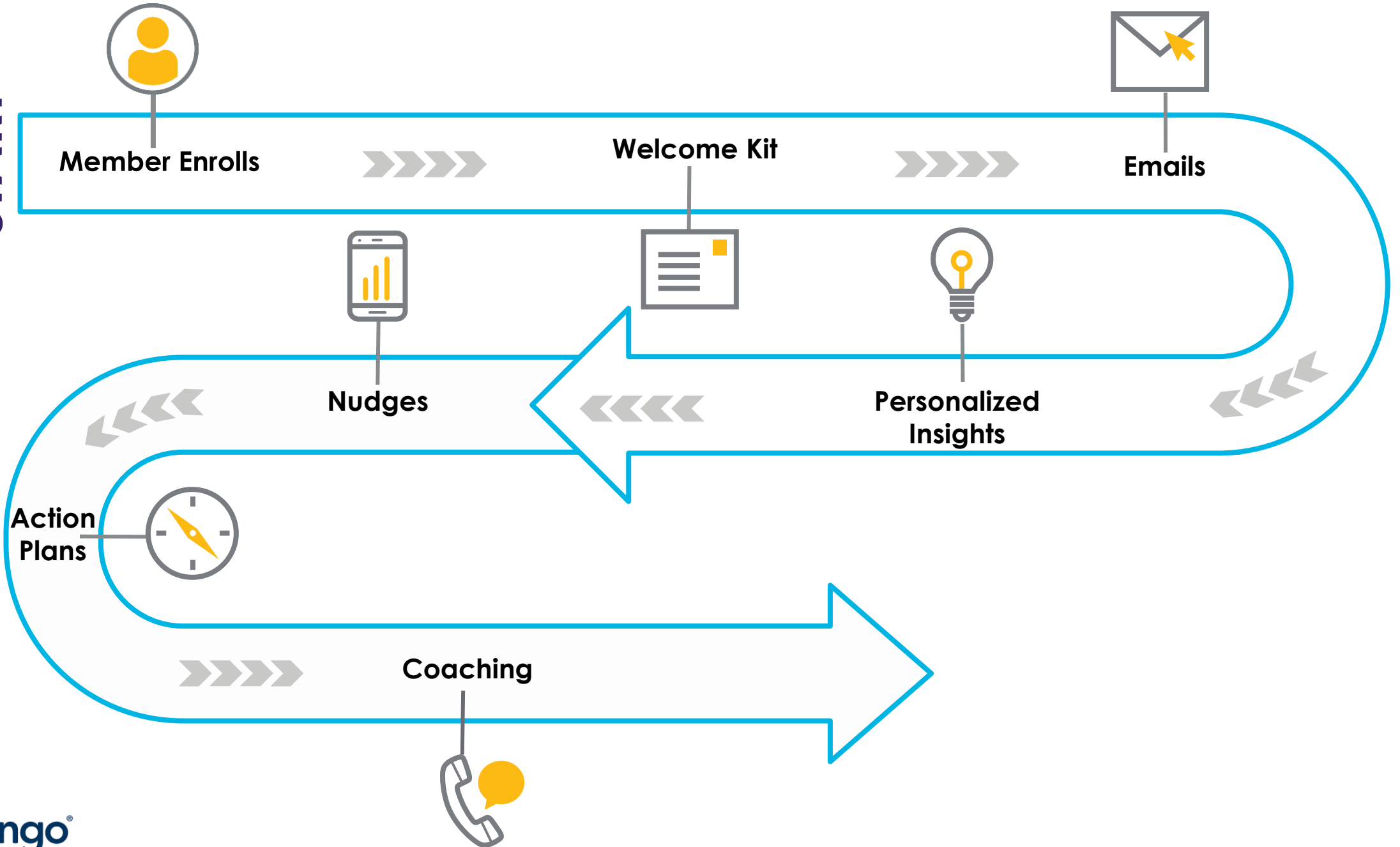
We interpret members' health metrics, social determinants, preferences, clinical needs and more to trigger timely, actionable feedback that drives behavior change



Human-Centered Approach

Together, our digital programs and expert coaches adapt to meet members where they are, when they need it—based on their conditions, motivations, and lifestyles

START



Livongo Welcome Kit

The device arrives ready for the member in the Livongo Welcome Kit which includes:

Diabetes Kit

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



Livongo connected blood glucose meter

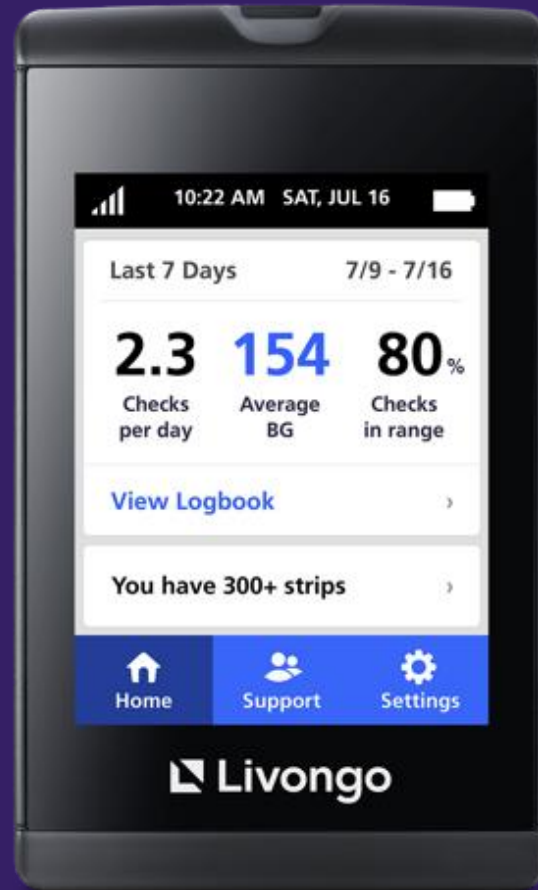
Bright and accessible
touchscreen

Seamlessly stores readings
in Livongo cloud

Real-time feedback
and analytics

Cellular connectivity

Unlimited strips remove barriers
to checking



Only one click to:



Contact a coach



Share health report



Order strips



Contact support

Unlimited strips remove barriers to checking



AVERAGE CHECKS PER DAY

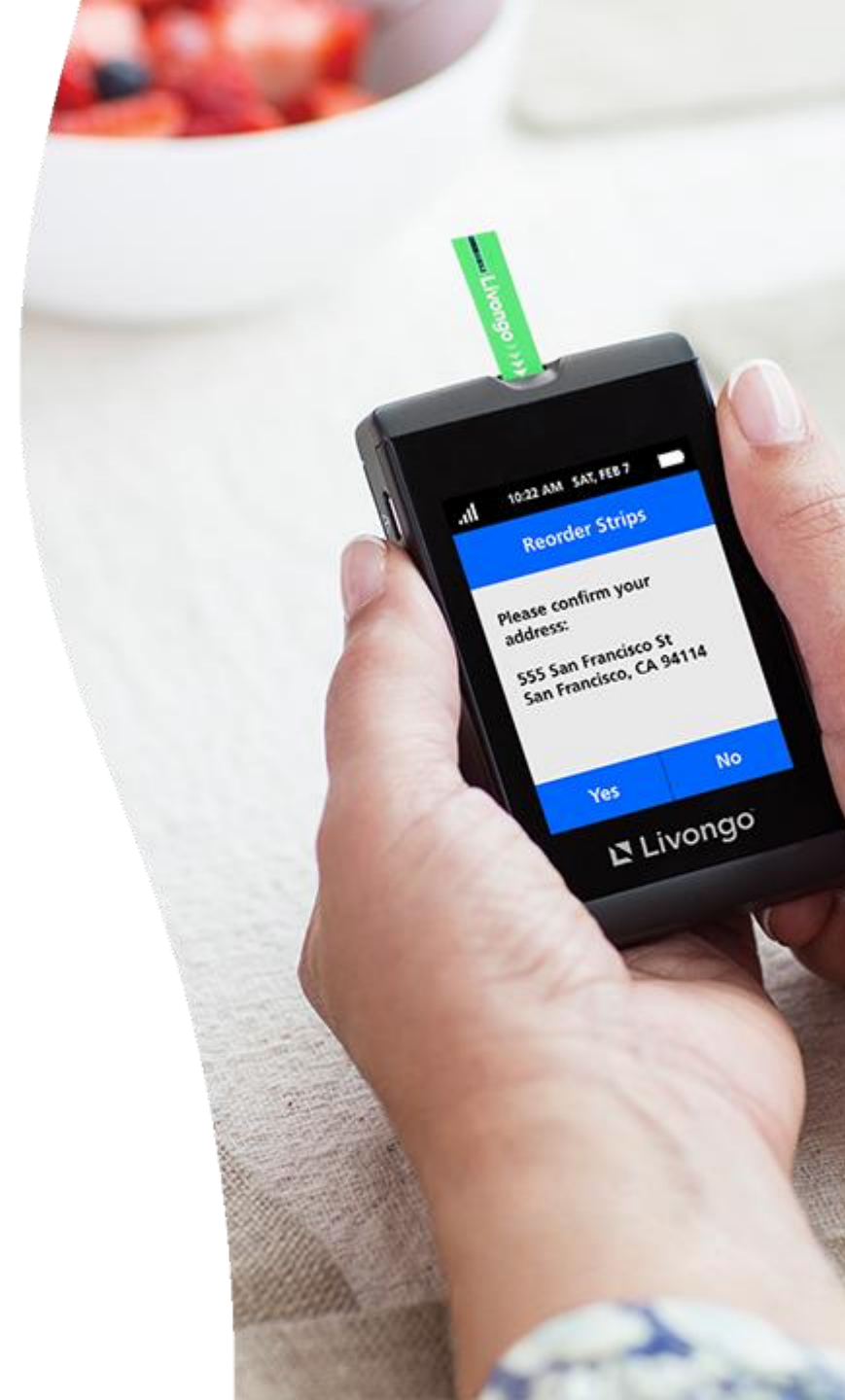


CHECKS PER MONTH

Strips automatically shipped to members when supplies run low

Meter and mobile app allow one-click strip ordering by members as needed

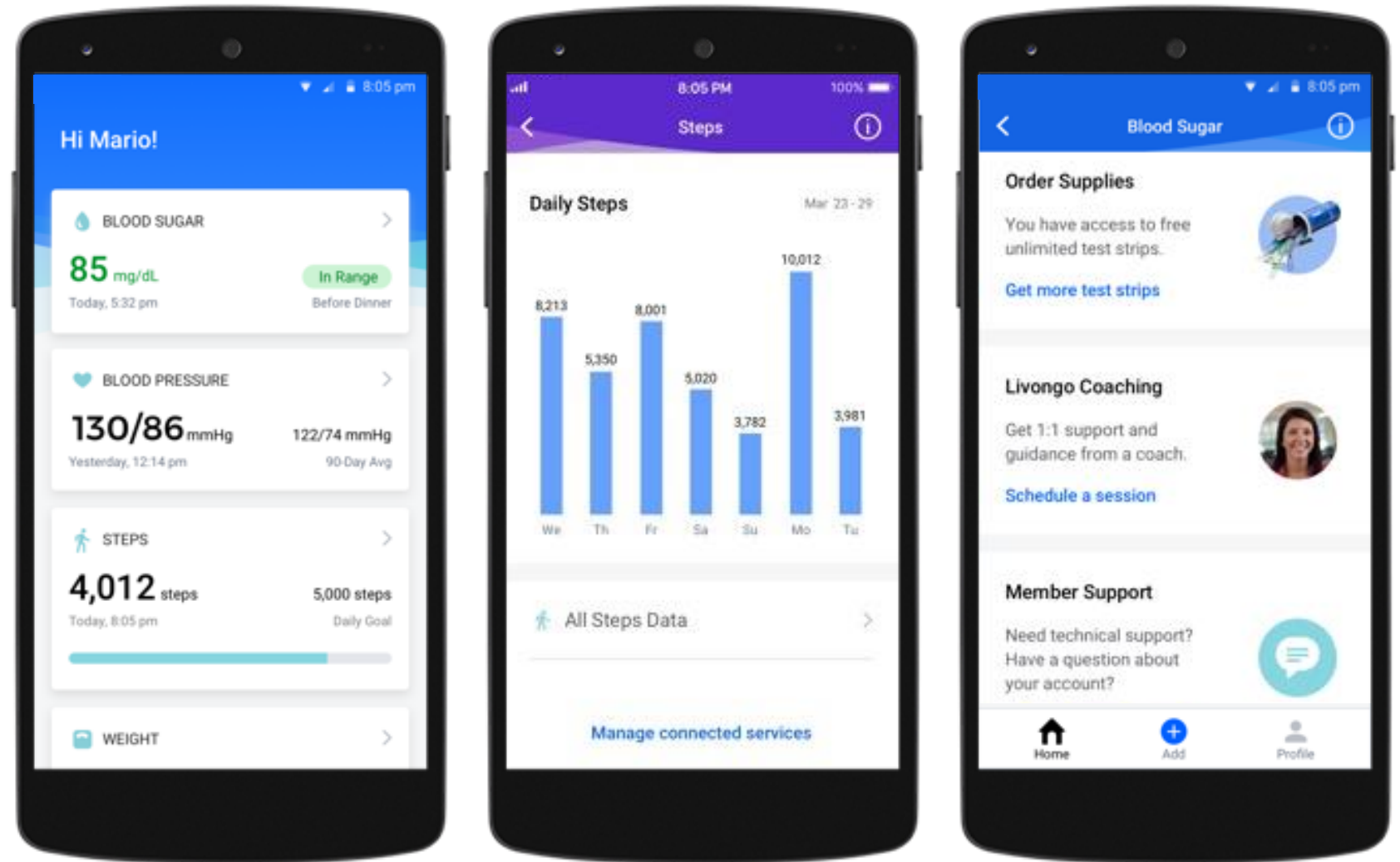
Data on file (DS-5806)...Average checks per day are for days during which members are performing blood glucose checks.



Livongo app: a unified intuitive experience

See **glucose patterns and trends** along with activity and other biometric data

Easy access to coaching, strips and lancets, and support



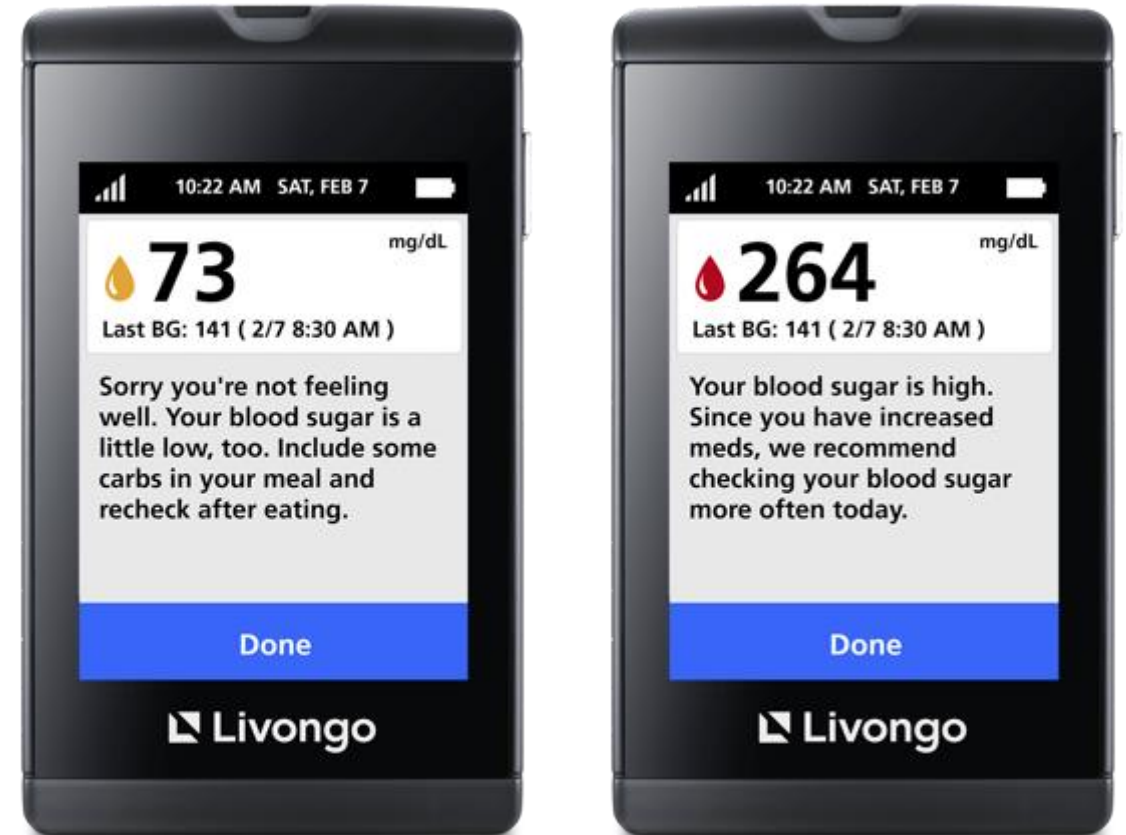
Personalized feedback and real-time analytics

Dynamic response based on glucose level, food intake, timing, and how member is feeling

Helps members understand what numbers mean

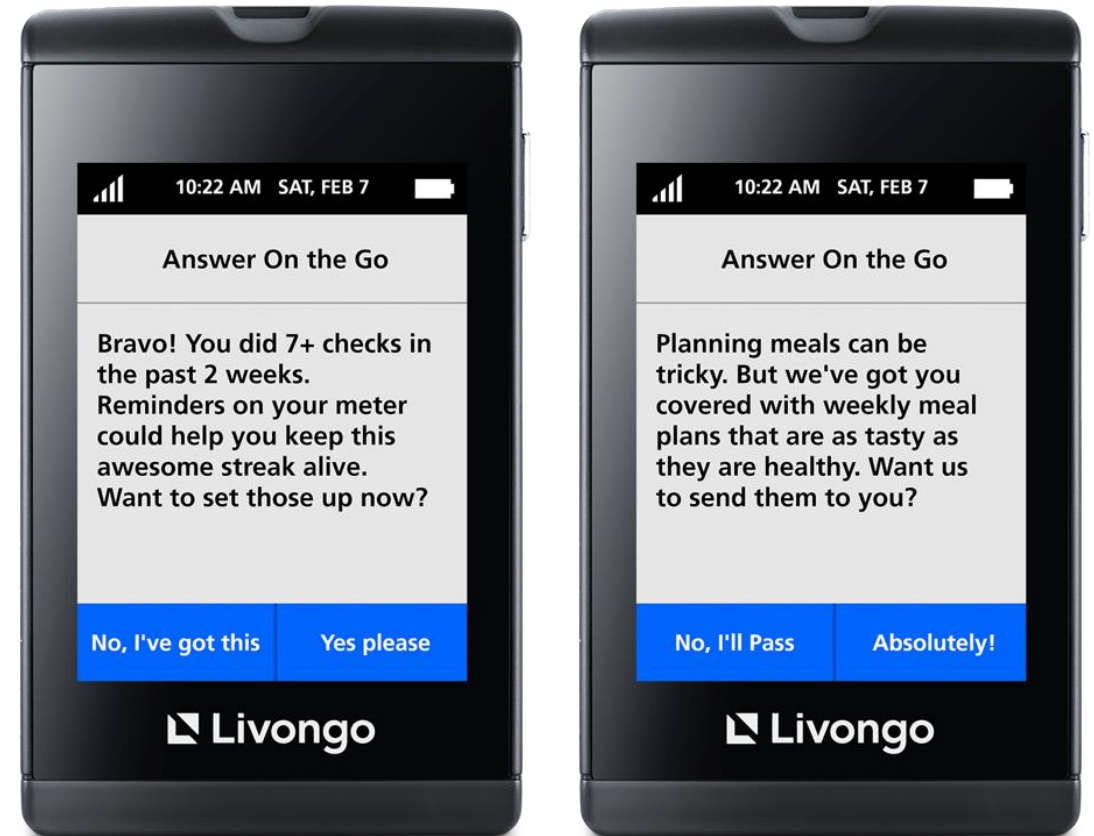
Provides guidance on how to respond to high or low readings

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



Health Nudges™ - personalized, actionable, digital support

- **Digital coaching:** Helps member to understand personal patterns and trends
- **Positive reinforcement:** Encouragement and affirmation to support members reaching goals and better health
- **Feature referrals :** Intelligently connect members with program features and resources



Unlimited Expert Coaching Support

Enabling a trusted relationship with a personal expert coach



Unlimited access:

Including live, over-the-phone coaching sessions and messaging



Highly qualified:

Certified diabetes care and education specialists, following ADCES curriculum and ADA standards of medical practice



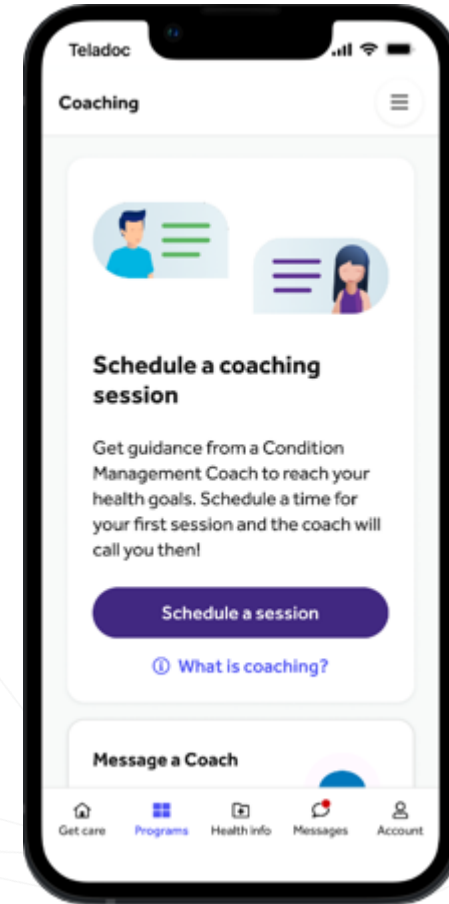
Personalized interactions:

Glucose control, medication, diet, activity, and lifestyle. Can review CGM device report from any manufacturer



24/7 support:

Diabetes Response Specialists reach out for acute high- or low-glucose events



Rapid and reliable emergency response

Diabetes Response Specialists reach out for acute high or low glucose events

24/7 Remote Monitoring*

3-minute response time

99.9% response rate within 3 minutes when glucose readings out of normal range

Physician recommendations

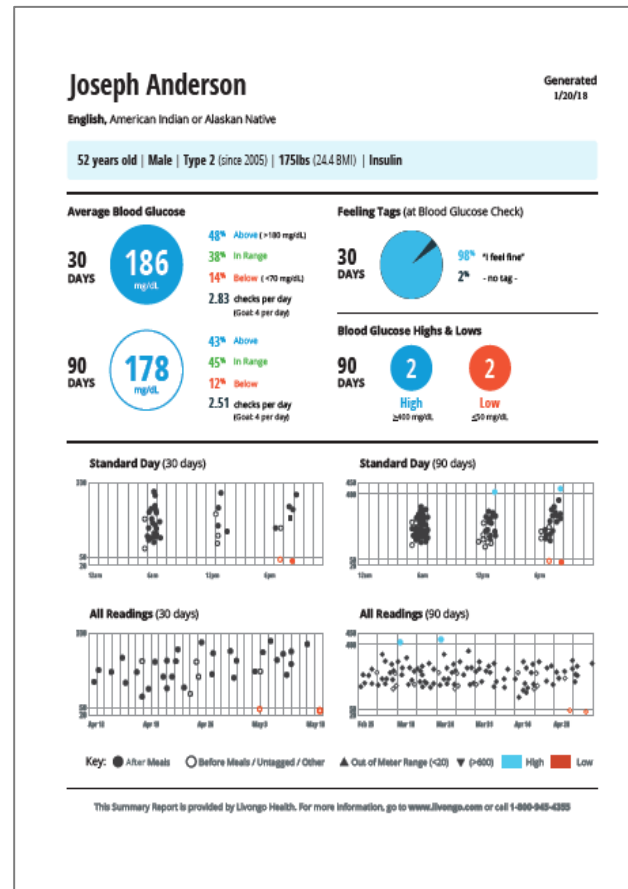
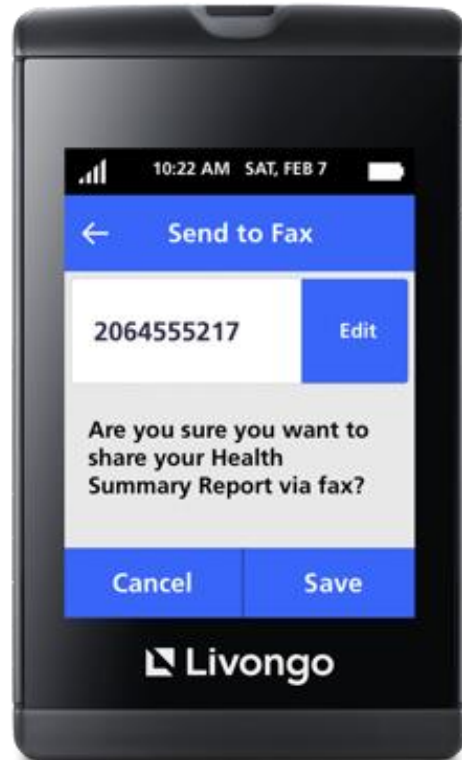
Our specialists follow physician-provided recommendations to stabilize and help member return to target range

*For glucose readings above or below set thresholds



Health Summary Reports

Send reports directly to care team with a few taps



Trends/Stats

	30 days			90 days		
	BEFORE	AFTER	OTHER	BEFORE	AFTER	OTHER
Average	186	182	178	186	182	178
High	186	303	285	196	404	285
Low	52	119	89	52	119	89
Standard Deviation	42	4	30	101	28	64
% In Range	12	86	4	12	86	4

Outreach and Intervention

Date	Time	Issue	BG	Contact	Advice	Action
01/18/2017	6:08 PM	Missed meals	39	Yes	Advise to eat regularly throughout the day or carry nutritional snacks with them to avoid low BG	Contact info verified; Member is taking measures to bring BG up
02/25/2017	5:40 PM	Missed medication doses	404	Yes	Advise on importance of taking medications regularly as prescribed by doctor	Member is taking measures to bring BG down
02/18/2017	11:52 AM	Ate in excess / poor food choices (high carbohydrate, stress related)	425	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
03/01/2017	8:45 AM	Too much abdominal exercise	48	Yes	Advise on the effects of exercise on BG levels	Member is taking measures to bring BG up

Member's preferred outreach frequency:
3/25/17 - 5/14/17: <400 mg/dL and <48 mg/dL
3/15/17 - Present: <48 mg/dL and <48 mg/dL
Night time BGs - None, opted out

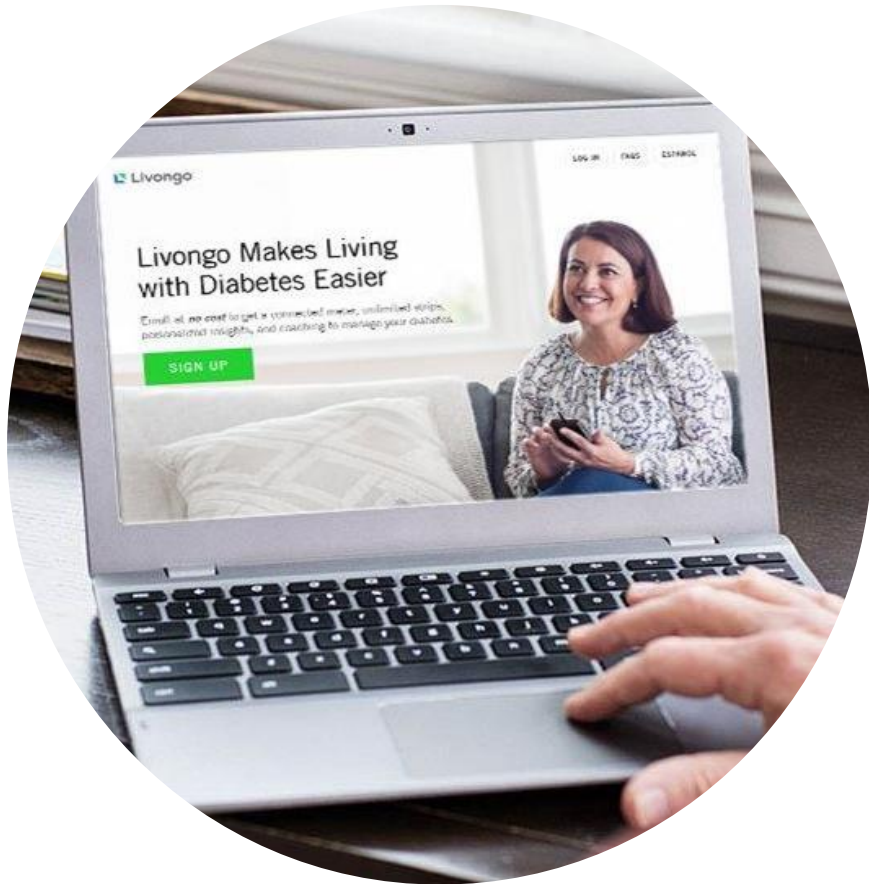
Health Profile

Standard	Response	Date	Source
A1C (last 12 months)	Yes	12/18/2016	Member
A1C Value	8.2	12/18/2016	Couch
Smoker	Already Quit	12/18/2016	EMR
Eye Exam (last 12 months)	Yes	12/18/2016	Member
Foot Check (last 12 months)	Yes	12/18/2016	Member
Pneumonia Vaccine	No	12/18/2016	Member
Flu Vaccine (last 12 months)	Yes	12/18/2016	Member



Registration

Enrolling in Livongo by Teladoc Health



Registration is fast

Sign up is Less than 10 minutes

Multiple ways to enroll

- Registration Code: **WAYNECOUNTY**
- Online registration: **welcome.livongo.com/WAYNECOUNTY/register**
- 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



Thank you!

