



Kansas City



## Livongo Diabetes Management Program

### *Frequently Asked Questions*

#### What is Livongo Diabetes Management Program?

Blue Cross and Blue Shield of Kansas City (Blue KC) has partnered with Livongo to provide members living with diabetes a personalized experience that helps them understand their blood sugar, develop sustainable, healthy, lifestyle habits, and improve glycemic control.

#### What is included in the Program?

**Livongo's data science driven approach provides members with personalized, actionable, and timely support to drive lasting outcomes.**

- Cellular meter provides real-time feedback for glucose readings
- Unlimited strips remove barriers to checking
- Health challenges encourage small wins that make big impact
- 24/7/365 remote monitoring with emergency outreach
- 1:1 live scheduled with Livongo Expert Coaches
- Easy to share health summary reports for care coordination

#### What conditions does the program help address?

Livongo for Diabetes is designed to support individuals diagnosed with Type 1 or Type 2 diabetes. Dependents age 13 and older can participate with parental consent.

#### How will eligible members be contacted to discuss their participation in the program?

Livongo will reach out to eligible members via a comprehensive communications campaign that may include direct mail pieces and email marketing. We also have a communications toolkit for employers to use to promote this new benefit to potentially-eligible employees.

#### How will members register once they have elected to participate?

Eligible members can register for Livongo online at [join.livongo.com/BKUEKC/register](https://join.livongo.com/BKUEKC/register) or by calling the member support team at (800) 945-4355 and mentioning the registration code: **BKUEKC**.



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

The program is offered at no cost for members. Groups will see a fee of \$67 per participant, per month billed as a claim. There is no additional administrative fee.

#### Will group-level reporting be available for this program?

Yes. Group level reporting is available for employer groups with five or more participants. Please contact your broker or Blue KC representative for details.

#### Will members be required to return the blood glucose meter?

No. If the member opts to discontinue the program, they may keep their blood glucose meter, but they will no longer be eligible for unlimited strips or coaching benefits.

#### How does the program communicate with a member's care management team?

A member may share with their providers and care management team (family members, caretakers, nurses) regular reports on their health so as to make proactive recommendations based on live data—blood glucose levels during daily living activities. Members initiate sharing their information with their care team.

#### How are providers being informed of this new program?

Providers will be initially informed of this new program via letter. Blue KC will then follow up with providers with either an in-person visit or phone call to further explain how the program works and answer any questions.