

Frequently Asked Questions

Q: What is Livongo for Diabetes?

A: The Livongo for Diabetes Program helps make living with diabetes easier by providing you with a connected meter, unlimited strips, and coaching.

Q: My doctor says I have pre-diabetes or am at risk of developing diabetes. Is Livongo a good fit for me?

A: No, Livongo does not support individuals with pre-diabetes. Livongo for Diabetes is designed to support individuals diagnosed with Type 1 or Type 2 diabetes.

Q: Does unlimited strips really mean unlimited?

A: Yes! No matter if you check once a week or once per hour, with Livongo, you receive all the strips you need at no additional cost to you.

Q: Is this really no additional cost for me? How can that be?

A: Yes! Livongo is being offered at no additional cost to you. Shipping is included too. You are not billed anything for joining Livongo.

Q: What happens after I enroll?

A: After you enroll, you will be shipped the Livongo Welcome Kit that includes the Livongo meter and all the strips and lancets you need to check your blood glucose. You will receive access to the Livongo member website, my.livongo.com, where you can personalize the program and access your readings.

Q: Can I cancel my membership?

A: Yes, you can cancel at anytime for any reason. Just call Livongo at (800) 945-4355 or email help@livongo.com.

Q: Is my information confidential?

A: Yes, you can view our full privacy statement by visiting https://content.livongo.com/docs/privacy_practices.pdf.

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Q: How do I reorder strips?

A: You can reorder strips in four ways:

- 1) On your member website at my.livongo.com
- 2) On your Livongo meter
- 3) On the Livongo mobile app
- 4) Through calling member support anytime at (800) 945-4355

Q: What kind of credentials does my Livongo Coach carry?

A: Livongo Coaches are Certified Diabetes Educators accredited by The American Association of Diabetes Educators (AADE) as well as Registered Dietitians. Livongo is still the first and only technology-based program to receive recognition through the AADE and is 1 of 3 with this type of program to receive recognition through the American Diabetes Association (ADA).

Q: How often will I receive communication from Livongo and how can I adjust the frequency or opt out?

A: Frequency varies depending on the preferences you've set in your account. You can customize what out-of-range readings a Livongo Coach should contact you regarding by logging into your account at my.livongo.com and visiting the "Support" tab on the left panel of your dashboard. You can opt out of communications by logging into your account and visiting "Notifications" in the drop down menu located in the top right of the screen.