

Frequently Asked Questions

What's What's the Healthy Living and Diabetes Prevention program?

The Healthy Living and Diabetes Prevention program from Livongo is a CDC-certified diabetes prevention program. It is a healthy lifestyle change program that helps you lose weight and prevent the onset of type 2 diabetes.

My doctor says I have prediabetes or am at risk of developing diabetes. Is this program a good fit for me?

Yes, Livongo supports individuals with prediabetes. The Healthy Living and Diabetes Prevention program is designed to support individuals who are at risk for developing type 2 diabetes.

My doctor never diagnosed me with prediabetes. Can I still see if I qualify?

Yes, based on the questions you answer while registering, you might qualify for the Healthy Living and Diabetes Prevention program.

I want to enroll in a weight management program, but Livongo recommended I start the Healthy Living and Diabetes Prevention program. How do I begin a weight management program?

A main part of the Healthy Living and Diabetes Prevention program is to help you manage your weight. You'll receive a smart scale that automatically tracks your weight-loss progress.

Is this really no additional cost for me?

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

How do I join?

It's easy and takes only a few minutes! Visit **Healthy.Livongo.com/WATTS/register**, answer a few easy questions about you and your health to register and find out which program(s) you qualify for. Next, download the Livongo app and log in. You may also join by calling Livongo Member Support at **800-945-4355**.

What happens after I join?

After you join, you will be shipped the Livongo Welcome Kit that includes the smart scale. You will also be asked to download the Livongo mobile app.

Can I cancel my membership?

Yes, you can cancel at any time for any reason. Just call Livongo at **800-945-4355** or email membersupport@teladochealth.com

Is my information confidential?

Yes, our health information is protected by federal and state laws, including HIPAA. Please see our Notice of Privacy Practices for more information on how Teladoc Health uses your health information

www.teladoc.com/notice-of-privacy-practices/

What kind of credentials does my Livongo coach carry?

Livongo coaches are trained Healthy Living and Diabetes Prevention program lifestyle coaches, as required by the CDC. All coaches are trained to focus on providing personalized support based on what our members need.

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

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Frequency varies depending on the preferences you've set for your account. You can customize what out-of-range readings a Livongo coach should contact you regarding by logging in to your account at **My.Livongo.com** and clicking the "Support" tab on the left panel of your dashboard. You can opt out of communications by logging in to your account and choosing "Notifications" in the drop-down menu located at the top right of the screen.

Visit Healthy.Livongo.com/WATTS/register to get started.

Las comunicaciones del programa Livongo están disponibles en español. Al inscribirse, podrá configurar el idioma que prefiera para las comunicaciones provenientes del medidor y del programa. Para inscribirse en español, llame al 800-945-4355 o visite bienvenido.livongo.com/WATTS

The program is offered at no cost to employees and covered dependents who qualify for Livongo and have coverage through the Cigna Medical plans.