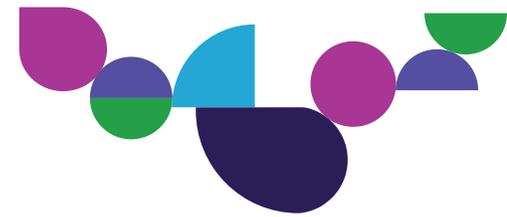


DIABETES PREVENTION

Frequently asked questions



What's the Diabetes Prevention Program?

The Diabetes Prevention Program is a CDC-recognized program that helps reduce your risk of developing type 2 diabetes.

My doctor says I have prediabetes or am at risk of developing type 2 diabetes. Is this program a good fit for me?

Yes, this program supports individuals with prediabetes. The Diabetes Prevention Program is designed to reduce your risk of 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 Diabetes Prevention Program.

Is this really no additional cost for me?

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

How do I join?

It's easy and only takes a few minutes! Visit Strong.Livongo.com/STATEOFIOWA/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 Member Support at 800-945-4355.

What happens after I join?

After you join, you'll be shipped the Livongo Welcome Kit that includes the smart scale. You'll 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?

Teladoc Health takes your privacy seriously. Your 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 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?

Frequency varies depending on the preferences you've set for your account. 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 Strong.Livongo.com/STATEOFIOWA/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/STATEOFIOWA

The program is offered at no cost to employees and their covered spouse/dependents 18+ years old with prediabetic risk factors and coverage under the Wellmark Blue Cross and Blue Shield plan. Wellmark Blue Cross and Blue Shield of Iowa, Wellmark Health Plan of Iowa, Inc. and Wellmark Blue Cross and Blue Shield of South Dakota are independent licensees of the Blue Cross and Blue Shield Association. Blue Cross®, Blue Shield® and the Cross® and Shield® symbols are registered marks of the Blue Cross and Blue Shield Association, an Association of Independent Blue Cross and Blue Shield Plans. Wellmark® is a registered mark of Wellmark, Inc. Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc., ("Livongo") is an independent company providing diabetes prevention and diabetes management services to Wellmark customers.

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