DIABETES MANAGEMENT
Frequently asked questions

What is Diabetes Management?
The Diabetes Management program helps make living with diabetes easier by providing you with a connected meter, unlimited strips and lancets and coaching.

My doctor says I have prediabetes or am at risk of developing diabetes. Is Diabetes Management a good fit for me?
No, Diabetes Management is designed to support individuals diagnosed with type 1 or type 2 diabetes.

Will I really receive all the strips and lancets I need?
Yes! No matter if you check once a week or multiple times a day, with Livongo you receive Unlimited strips and lancets at no cost to you.

Is this really no additional cost for me? How can that be?
Yes! Livongo 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 takes only a few minutes!
Visit Join.Livongo.com/STATEOFIOWA/register and answer a few easy questions about you and your health to register. Next, download the app and log in. You may also enroll by calling Livongo Member Support at 800-945-4355.

What happens after I join?
After you enroll, you'll be shipped the Welcome Kit that includes the meter and all the strips and lancets you need to check your blood sugar. You'll receive access to the member website, my.livongo.com, where you can personalize the program and access your readings.

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/.

How do I reorder strips and lancets?
You can reorder strips and lancets in four ways:
1. Through your member website at my.livongo.com
2. Through your meter
3. Through the mobile app
4. By calling Member Support anytime at **800-945-4355**.

What kind of credentials does my coach carry?
Coaches hold a variety of nationally recognized credentials and certifications to support members.

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 customize what out-of-range readings a coach should contact you about by logging in to 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 in to your account and visiting "Notifications" in the drop-down menu located at the top right of the screen.

Visit Join.Livongo.com/STATEOFIOWA/register to get started.