

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. The program is offered to members and dependent spouses/domestic partners with diabetes and coverage through an NMRHCA Pre-Medicare Plan.

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

A: No, 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 and lancets 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: How do I enroll?

A: It's easy, and takes only a few minutes! Visit join.livongo.com/NMRHCA/register and answer a few easy questions about you and your health to register. Next, download the Livongo app and log in. You may also enroll by calling Livongo Member Support at (800) 945-4355.

Q: What happens after I enroll?

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 sugar. 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 any time 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 content.livongo.com/docs/privacy_practices.pdf.

Q: How do I reorder strips?

A: You can reorder strips in four ways:

1. Through your member website at my.livongo.com
2. Through your Livongo meter
3. Through the Livongo mobile app
4. By calling Member Support any time at (800) 945-4355

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

A: Livongo coaches hold a variety of nationally recognized credentials and certifications to support members. Some are dietitians or registered nurses, others are behavioral psychologists or exercise physiologists. Depending on the individual member's needs, their Livongo coach may hold the Certified Diabetes Care and Education Specialist (CDCES) credential, the Chronic Care Professional (CCP) credential, and/or the Diabetes Prevention Program (DPP) Lifestyle Coach certification.

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

A: 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 about 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 at the top right of the screen.

Visit join.livongo.com/NMRHCA/register to get started!