

Livongo for Diabetes



Managing Diabetes is Complex, Confusing, and Costly

TOO MUCH WORK

Medications, monitoring, diet, activity

LACK OF EDUCATION

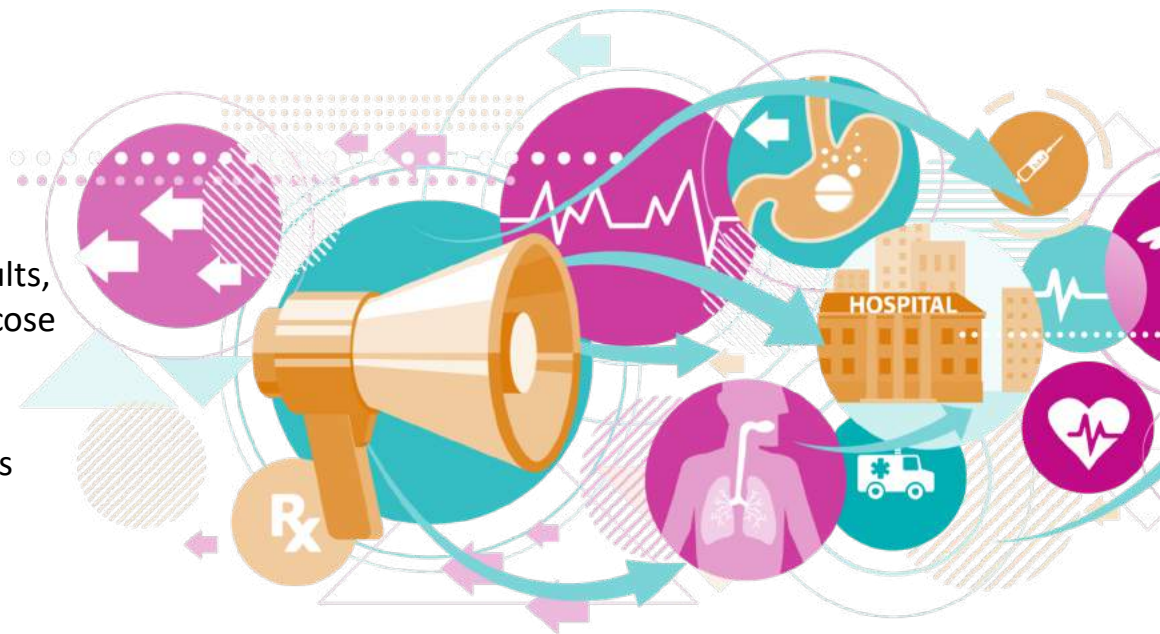
Interpreting blood sugar readings, lab results, and understanding lifestyle impact on glucose

LIMITED ACCESS

Members only see their doctor a few times
a year for a few minutes each

COST OF MEDICAL SUPPLIES

Test strips, insulin, oral medications



Livongo's Offering Silences Noisy Healthcare



Connected Technology

- Cellular Blood Glucose Meter
- Unlimited Strips



Health Signals

- Real Time Insights
- Health Nudges™
- Action Plans
- Acute Interventions

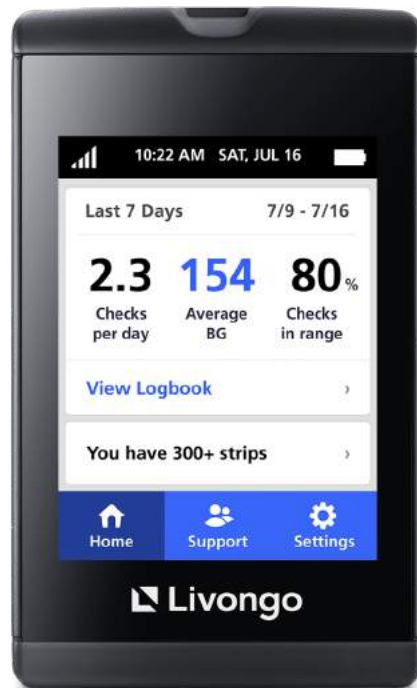


Expert Coaches

- Highly Experienced and Credentialed
- Live 1-on-1 Coaching
- 24/7 Remote Monitoring

Cellular Meter

- Bright and accessible touchscreen
- Seamlessly stores readings in Livongo cloud
- Real-time feedback and analytics
- One click to share health report, contact a coach, order strips, and contact support



Unlimited Strips Remove Barriers to Checking

- **Strips automatically shipped** to members when supplies run low
- **Meter and Mobile App** allow one-click strip ordering by members as needed

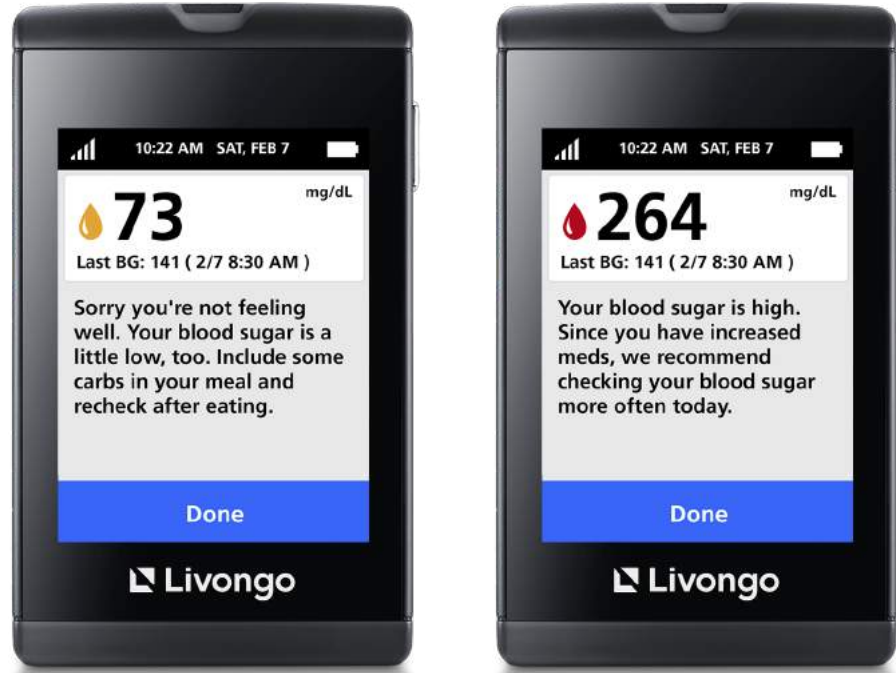


T1D	T2D
2.7	1.5
AVERAGE CHECKS PER DAY OVER LAST 120 DAYS ¹	
3M	
CHECKS PER MONTH ¹	

1. Livongo member data on file, March 2019. Average checks per day are for days during which members are performing blood glucose checks.

Real-Time Analytics and Feedback for Blood Glucose Checks

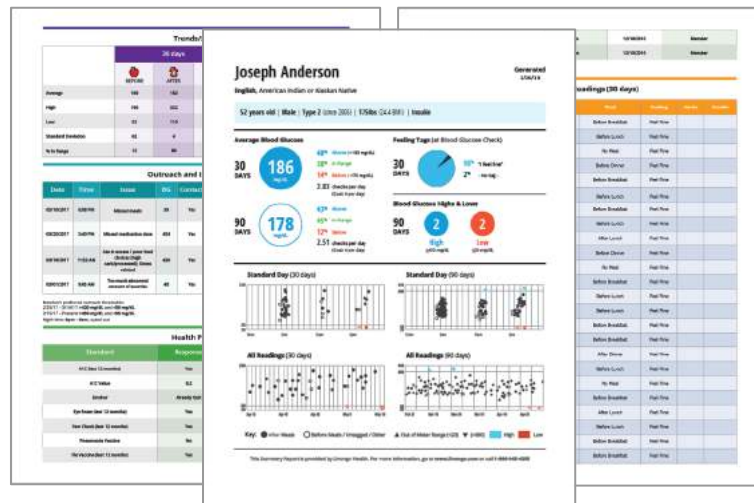
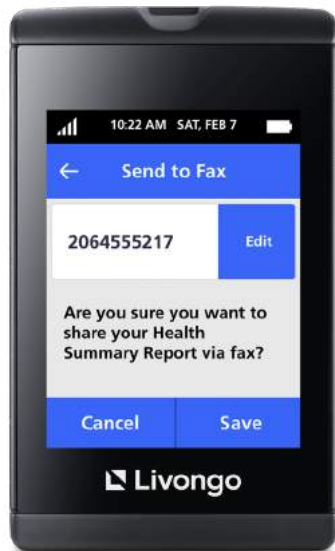
- **Dynamic response** based on glucose level, food intake, timing, and how member is feeling
- **Helps members understand** what numbers mean
- **Provides guidance** on how to respond to high or low readings*



*Through lifestyle based coaching such as nutrition, activity, and BG checking follow ups only. Meter does not provide medication-related guidance.

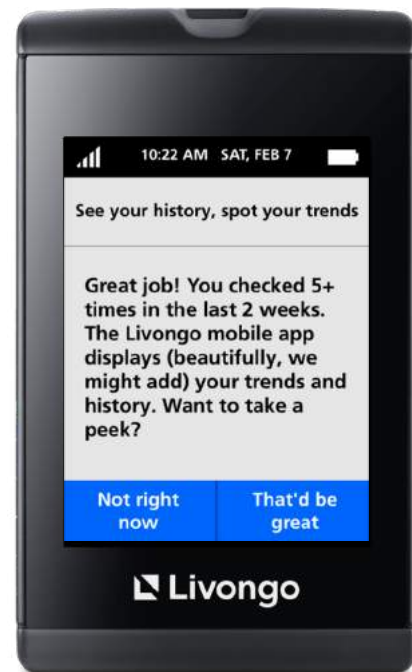
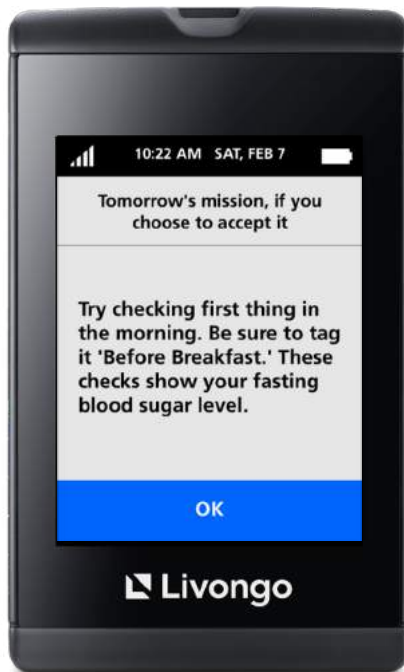
Health Summary Report

Send reports directly to care team with a few taps



Health Nudges™: Engagement Powered by Machine Learning

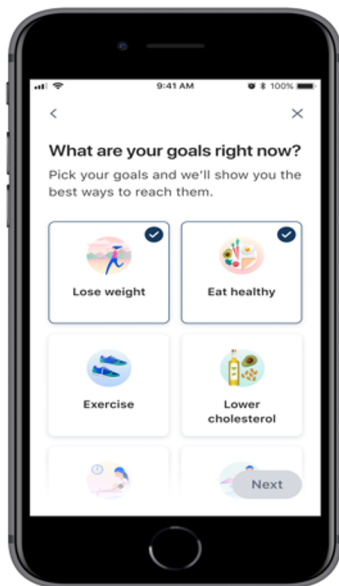
- **Positive reinforcement:**
Encouragement and affirmation to increase engagement
- **Feature referrals:**
Intelligently connect members with program features and benefits
- **Digital coaching:** based on patterns and trends



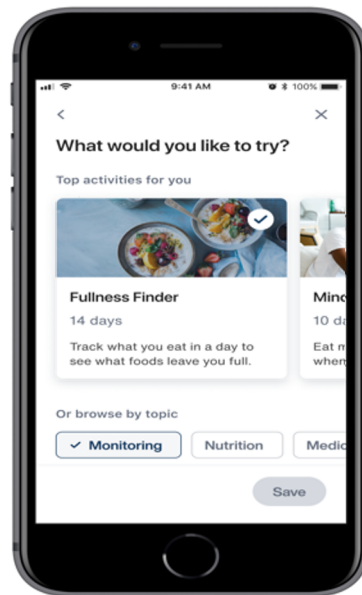
Personalized Action Plans

- Lose Weight
- Manage blood pressure
- Eat healthy
- Exercise
- Maintain weight
- Manage blood sugar
- Lower cholesterol

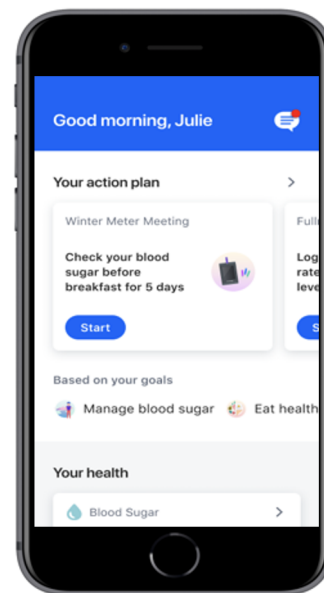
Individualized Goals



Self-selected activities



Track your progress



Expert Coaches

- **Highly qualified:** certified diabetes educators, following AADE curriculum and ADA standards of medical practice
- **Personalized support:** glucose control, diet, activity, and lifestyle management
- **Unlimited access:** including live, over-the-phone coaching sessions
- **24/7 support:** Diabetes Response Specialists reach out for acute high or low glucose events



Diabetes Response Specialists

24/7

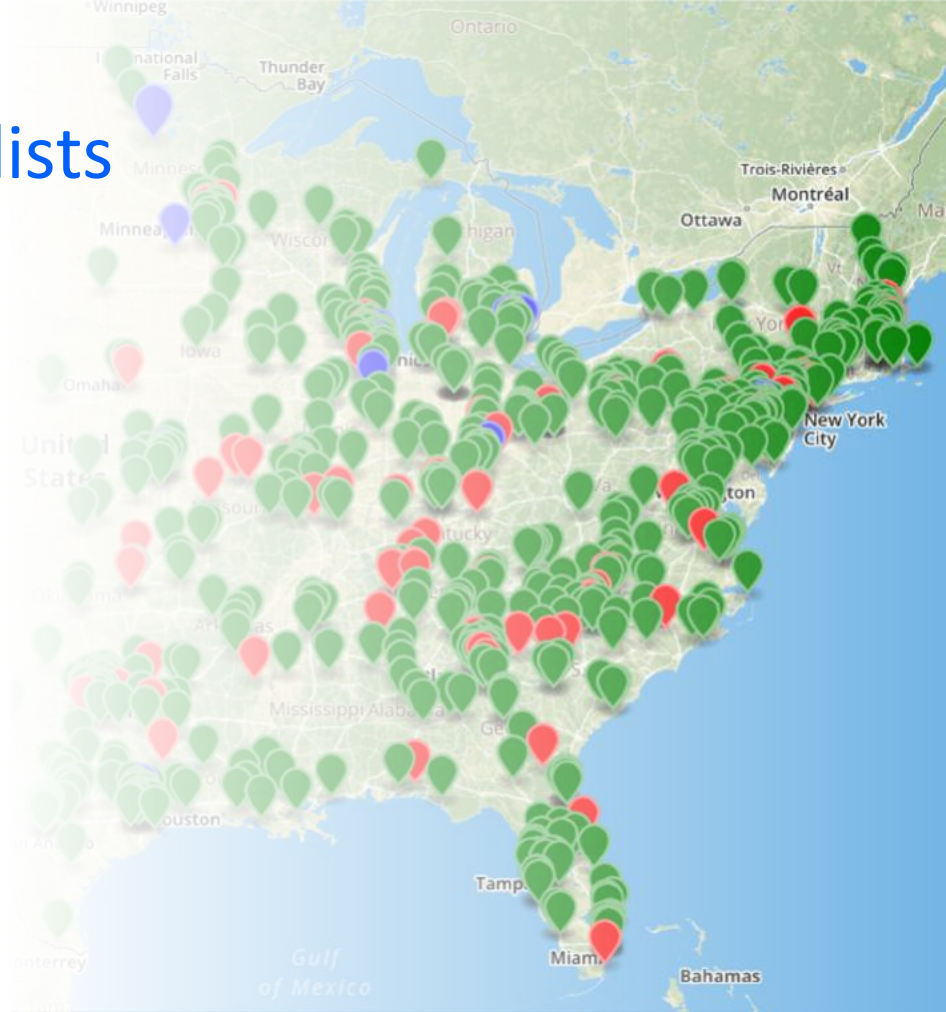
Remote monitoring for
glucose readings out of
normal range

99.96%

Response rate within 3
minutes

Follows physician provided recommendations to
stabilize and help member return to target range

Source: Livongo Data on File as of April 2019



REGISTRATION FOR MEMBER ENROLLMENT



Multiple Ways to Join

Online Registration: join.livongo.com/NMRHCA

Member support Call Center: [\(800\) 945-4355](tel:8009454355)

Client Specific Registration Code: [NMRHCA](#)



Information Gathered

Personal Information: Name, Address, Email, Password Insurance

information: Group & Member ID to validate eligibility Health Profile:

to better personalize the program

Livongo Delivers a Comprehensive Member Journey



Welcome Kit



Personalized Insights



Remote Monitoring
and Coaching

Enrollment



Onboarding



Mobile App



Data Sharing with
Family and Providers



Shawn

MOM + STUDENT + GHAHIAN

"I was in total shock and depressed a lot when I was diagnosed. I didn't know what to do."



"I now start and end my day with the information I need to successfully approach my diabetes"

