

Livongo for Diabetes FAQ - ALLSTATE

What is Livongo for Diabetes?

Livongo for Diabetes is designed to support you in your diabetes management. This confidential, opt-in benefit is offered at no cost to you through your Allstate Medical Savings or Value coverage options with Aetna or BCBSIL as your third-party medical administrator.

The Livongo benefit includes:

- **Livongo Welcome Kit:** Livongo Blood Glucose Meter, 150 Test Strips, 1 Lancing Device, 100 Lancets, Control Solution, AC Adapter and USB Charger and Carrying Case.
- **Unlimited supplies:** Have test strips and lancets shipped to you whenever you need them.
- **Personal coaching:** Interact with coaches by phone, by text messaged, and through the Livongo mobile app.
- **Online access:** Access your readings, along with graphs and insights, online or on your mobile device.

How much does it cost to sign up for Livongo?

The Livongo program is provided at no cost to employees, associates and covered dependents in the Allstate Medical Savings or Value coverage options with Aetna or BCBSIL as your third-party medical administrator.

How do I enroll in the Livongo diabetes program?

Registration can be completed online or by calling customer support, which is available 24/7.

Online: [Welcome.livongo.com/ALLSTATE/happy](https://www.livongo.com/ALLSTATE/happy)

[Use Registration Code: ALLSTATE](#)

Support Line: 800-945-4355

What happens after I sign up?

After your sign up, Livongo will process your registration, send you a confirmation email, and then ship you a Welcome Kit, which will arrive approximately 3-5 business days later.

How does the Livongo Meter work?

The Livongo Meter is a blood glucose meter with a color touchscreen, which makes it easy to use. The meter automatically uploads your blood glucose readings through a cellular connection to your private, online account and gives immediate, personal feedback.

How can I view my health information or trends?

After you check your blood glucose with the Livongo meter, it will automatically upload your readings to your personal online account. You can access the readings on your meter, my.livongo.com or on the Livongo app. You can download a Health Summary Report that can be printed or emailed to your doctor or healthcare provider.

How is Livongo data stored and secured?

All communications between the Livongo meter and Livongo's Smart Cloud are over an AWS encrypted communication channel. Livongo's program is end-to-end HIPAA compliant. Members can choose to share their information with family, friends and providers right from the meter via a secure link.

How do I reorder strips?

Livongo keeps a record of the number of strips that you use. When supply is low, Livongo will prompt you, on the device, to order additional strips. You can always call customer support to order additional strips or via online in your personal account. Customer support is available 24 hours a day, 7 days a week at 800-945-4355 or online.

How does the device charge and how long does it take to charge?

The meter can be charged through a USB port or from a wall outlet. It takes approximately 1-2 hours to fully charge the device. The charge lasts 3 weeks if checking 4 x a day.

What clinical criteria does Livongo follow?

Livongo is accredited by the American Association of Diabetes Educators (AADE). We uphold the American Diabetes Association (ADA) standards of medical care and follow the AADE 7 self-care behaviors curriculum. Our Certified Diabetes Educators (CDEs) team is comprised of dietitians, nurses, and social workers.

What languages is Livongo available in?

Livongo supports both English and Spanish

How can I get more help?

If you have any questions, please contact Livongo Member Support at 800-945-4355.