

Livongo for Hypertension FAQ – ALLSTATE

What is the cost to Members?

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 know if I'm eligible for the Livongo for Hypertension program?

Members are eligible for the Livongo for Hypertension program if they have been diagnosed as having hypertension and have coverage through your Allstate Medical Savings or Value coverage options with Aetna or BCBSIL as your third-party medical administrator.

How do people with Hypertension enroll in the Livongo program?

Registration for current Livongo members can be completed by downloading the Livongo app which can be found on the Google Play Store for Android users and the App Store for iPhone users. Once members download and log into the Livongo app, they will see a screen asking if they would like to join the Livongo for Hypertension program. Tap "Get Started" and answer 3 simple questions about their blood pressure and a blood pressure monitor will be shipped to their house within 3-5 business days.

For new Livongo members, members can sign-up through the registration link or by calling Livongo member support.

Online: [Welcome.livongo.com/ALLSTATE/happy](https://www.livongo.com/ALLSTATE/happy)
[Use Registration Code: ALLSTATE](#)

Support Line: 800-945-4355

What does the Welcome Kit include?

The Welcome Kit includes a blood pressure monitor and cuff, a carrying case, 4 AA batteries, and a Welcome card as well as instructions on how to download the app and set up your blood pressure monitor.

What is the "Drive to Five"?

The Livongo for Hypertension program starts by understanding a member's "baseline" blood pressure reading. To do this, members are asked to take their blood pressure each day for five days in a row, ideally at the same time each day. During the first five checks, members will have the opportunity to learn more about blood pressure, how to interpret their numbers, and how to manage it through mini-lessons in the app. After the Drive to Five, a member's baseline blood pressure will appear in the app.

How often should I check my blood pressure?

It is recommended that members check according to their doctor's recommendations. If members have not received monitoring recommendations from their doctors, check at least every 2 weeks. We encourage members to share their personal blood pressure report with their physicians and talk with them about how often they should be monitoring.

How can I share my health summary report with my doctor?

After checking 5 times in 5 days, members will have the option to share their personalized blood pressure report with their doctor. Members can select the option, "Send your report to your doctor."

How do I get a replacement blood pressure monitor?

If a member's monitor is no longer working properly and they believe they need a replacement, contact Member Support at (800) 945-4355

Can I use the member portal to view my blood pressure data?

All blood pressure data can be conveniently viewed on a mobile phone in the Livongo app.

What clinical criteria does Livongo follow?

Livongo coaches are trained on American Heart Association's Life's Simple 7 guidelines and are available for personalized coaching sessions. A Livongo coach can help members better understand their blood pressure, help set goals, and support members in developing a plan to better manage their blood pressure.

What language does Livongo support?

Livongo supports both English and Spanish

