



Diabetes Management Overview

**Public Employee Committee
City of Boston**

June 9, 2020



Agenda

- Welcome and Introductions
- Overview of Livongo
- Partnering with AllWays and BCBSMA
- Member Enrollment
- Q&A



Virtual care and remote monitoring programs like Livongo are here to stay. We expect it to become the standard of care for the most vulnerable and expensive populations (diabetes) as employers and consumers seek ways to avoid traditional care settings, in part, for fear of exposure to COVID-19.

Livongo – Background

- Launched first digital diabetes program in 2014
- 21 health plans, 2 of the 3 top PBM's, 100+ health systems
- 1,252 clients including 20+ States/Cities (Cambridge, Worcester), 30% of F500
- 328,000 enrolled Livongo for Diabetes Members (+100% year-over-year)
- Largest IPO in Digital Health (July 2019)
- Profitable and growing rapidly

Livongo Blends Remote Monitoring and Virtual Care for people with Diabetes – Key Program Components



Cellular-enabled blood glucose meter provides personal insights and data accessibility



Real-time data analytics delivers each member a highly personalized experience



Livongo CDE's are available for 1:1 personal coaching and 24/7/365 live alert interventions

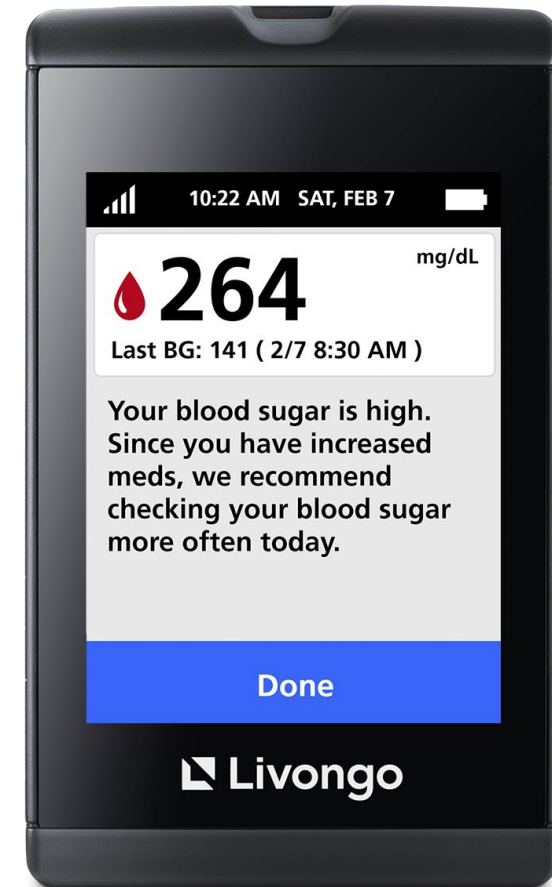
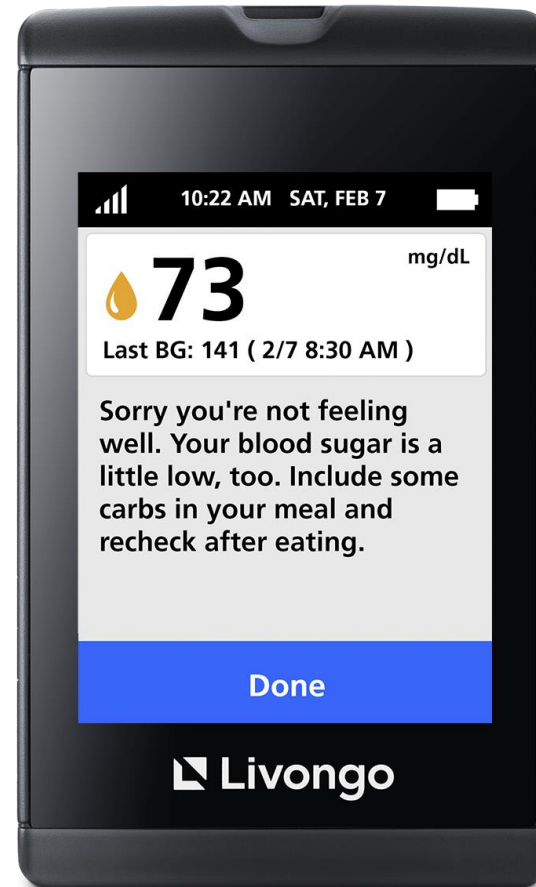


Free unlimited testing supplies for members shipped directly with a push of a button

Member Experience (Meter, App, Dashboard, Portal)

Real-time personalized messages with each blood sugar check

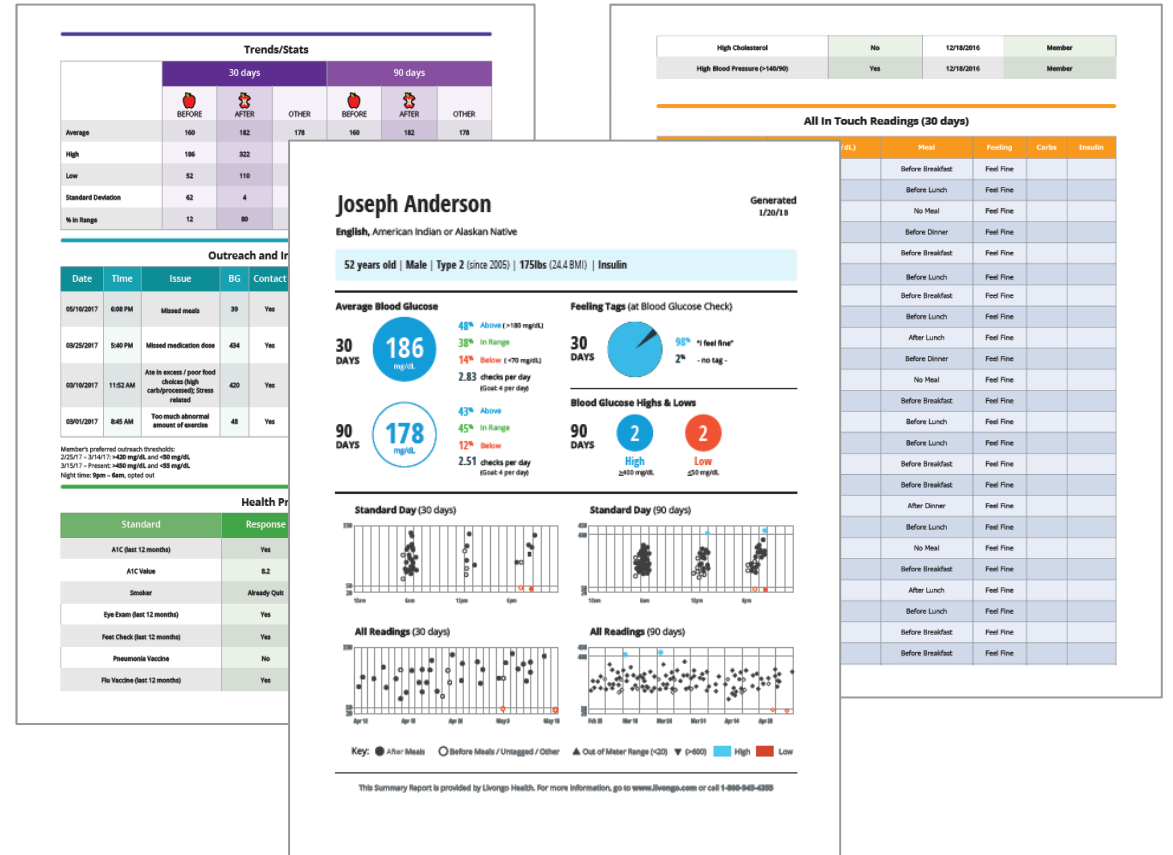
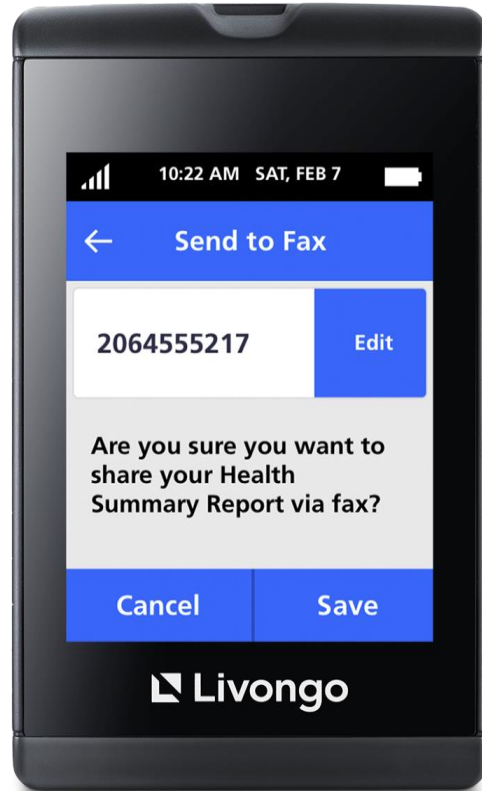
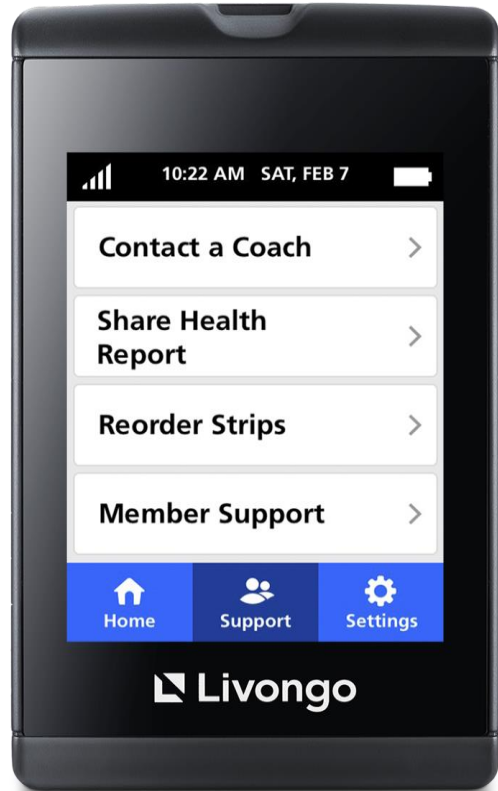
- **Dynamic response** based on glucose level, food intake, timing and how member is feeling
- **Helps members understand** what the numbers mean
- **Provides guidance** on how to respond to high or low readings*



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

Member Experience – Health Summary Report

Electronically share blood sugar results with PCP, care team, family





Partnering with AllWays and BCBSMA

Partnering with BCBS Mass and AllWays Health



- Confidentiality and BAA agreements in place
- Data feeds established
- Livongo directly manages all processes and programs
- Livongo receives a predefined list of people with T1 or T2 diabetes from each partner
- Lists are used for direct outreach to potential members informing them of the program
- Livongo is provided at no cost to COB employee and/or family members living with diabetes
- City of Boston only responsible for members who enroll (opt-in model)
- Program launch on or about July 1st

City of Boston - Estimated # of People with Diabetes



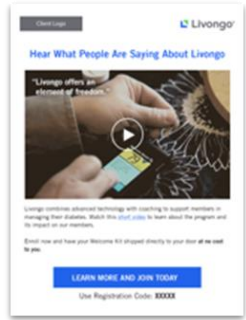
- Approximately 250 people with diabetes (T1 & T2)
- Livongo program age 18+
- Gestational diabetes excluded



- Approximately 615 people with diabetes (T1 & T2)
- Livongo program age 13+
- Gestational diabetes excluded

Livongo Book of Business ROI = 3.4x starting Y1

Member Journey – Same Across Populations



Communications



Welcome Kit

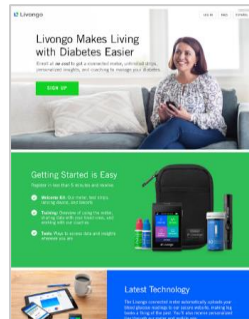


Personalized Insights

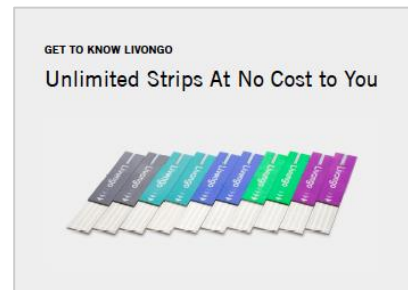


Remote Monitoring and Coaching

Enrollment



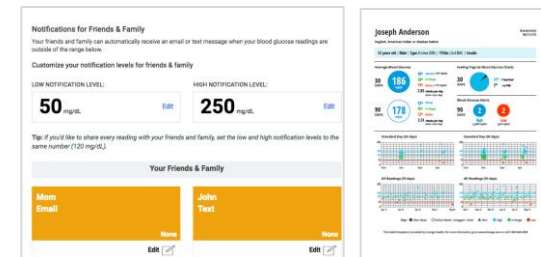
Onboarding



Mobile App



Data Sharing with Family and Providers





Member Enrollment

Our Communications Are Relevant For Everyone

Each Communication Drives +2% Enrollment

Our communications are designed to appeal to members wherever they are in their journey



Intro:
Focus on ease of use



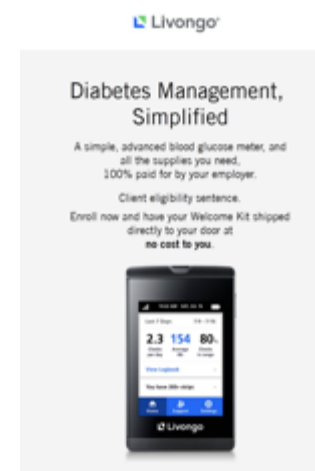
Testimonial:
Focus on experience



Test Strips:
Focus on medication costs



Meter:
Focus on meter benefits



Coaching:
Focus on additional benefits





Easy Enrollment

(each carrier has personalized website and registration code)

Multiple Ways to Join

- Online Registration: [URL for each carrier](#)
- Member Support Call Center: (800) XXX-XXXX
- Client Specific Registration Code: XXX
- Benefits verification occurs when members enroll
- Takes about 10 minutes

Information Gathered

- Personal Information: Name, Address, Email, Password
- Insurance information: Group & Member ID to validate eligibility
- Health Profile: To better personalize the program

Registration Page: join.livongo.com/XXXX

[LOG IN](#)[FAQS](#)[ESPAÑOL](#)

Livongo Makes Living with Diabetes Easier

Enroll at *no cost* to get a connected meter, unlimited strips, personalized insights, and coaching to manage your diabetes.

Name

Birthdate

/

/

Registration code

Don't have your registration code? call (800) 945-4355 or [chat with us](#)

By continuing, I accept the [Livongo Health Terms of Service](#) and [Privacy](#).

SIGN UP

Livongo Welcome Kit: Arrives 3-5 days

Every member who enrolls in Livongo receives a Livongo Welcome Kit with:

- 1 Livongo cellular blood glucose meter
- 150 Test Strips
- 100 Lancets
- 1 Lancing Device
- 2 bottles of Control Solution
- 1 USB charger for the blood glucose meter
- 1 carrying case
- Instructions



Care Coordination and Member Support

Care Coordination

- AllWays and BCBSMA have line of sight into their member enrollment and activity
- If necessary, Livongo coaches can refer members back to AllWays or BCBSMA care teams


Member Support

- Livongo offers 24/7/365 support for both AllWays and BCBSMA populations
- Members of both populations also have the option of unlimited 1:1 coaching sessions





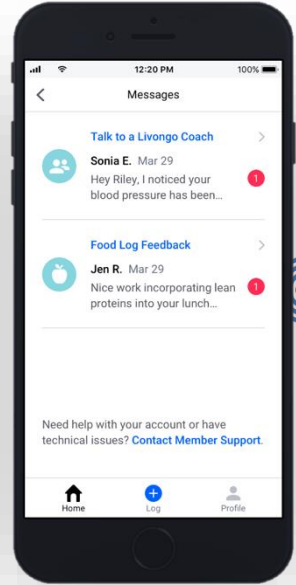
Questions and Answers



We're transforming health and care.
Get started today.

Addressing COVID-19 Concerns (Jan-April 2020)

30%
Increased
mobile usage



2.7x
Coaching session
increase since
Jan. 2020

2x
Stress Button
since Jan
2020

