

Frequently Asked Questions

Q: What is Livongo?

A: Livongo is a health benefit that can help you manage diabetes, blood pressure, weight, stress, and more. When you join, you'll get a new blood glucose meter, unlimited strips, personalized insights, and expert support. You may also qualify to receive a new smart scale and/or blood pressure monitor. The program is offered at no cost to members and covered dependents with diabetes and coverage through Sanford Health Plan.

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

A: No, this Livongo program 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 well.livongo.com/SAN-MEM/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. Depending on your health needs and goals, you may also be eligible to receive a smart scale and blood pressure monitor. You will receive access to the Livongo member website, my.livongo.com, where you can personalize the program and access your readings. You will also be asked to download the Livongo mobile app. Once you're connected, your devices will automatically send readings to the app, where you can track your progress, share reports with your doctor, and get personalized tips!

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 well.livongo.com/SAN-MEM/register to get started!

To enroll in Livongo, you must opt into at least one program that Sanford Health Plan offers as a health benefit. You must also meet the health criteria for each program you wish to enroll in. If a Livongo program is not offered by Sanford Health Plan, or if you do not meet the specific health criteria of that program, you will not be able to enroll.

The information, including but not limited to, text, graphics, images and other material provided by Livongo is for informational purposes only. The information is NOT intended to be a substitute for professional medical advice, diagnosis or treatment. Always seek the advice of your physician or other qualified health care provider with any questions you may have regarding a medical condition or treatment and before undertaking a new health care regimen, and never disregard professional medical advice or delay in seeking it because of information provided by Livongo. Livongo is a Health Insurance Portability and Accountability Act (HIPAA) compliant third-party provider. Your personal identifiable health information (PHI) is private and is not shared with Sanford Health for the purposes of this program.