

Empower your employees to improve their chronic conditions

Livongo's personalized, data-driven solutions support your employees with diabetes and hypertension to live better and healthier lives.

Diabetes management

More than 10 percent of U.S. adults have been diagnosed with diabetes, and cases are increasing most rapidly in the 18 – 34 age group.¹ Diabetes ranks third in terms of health impact on quality of life and cost.²

With Livongo's diabetes management solution, your eligible employees will receive:

- A cellular-connected, interactive blood glucose meter
- Unlimited glucose testing supplies, including test strips that are automatically shipped when supplies run low
- Health Nudges based on your employee's blood glucose patterns to support behavior change
- Digital tools across mobile and web
- One-on-one coaching by professional coaches trained to support diabetes
- Remote monitoring and outreach when glucose readings are out of normal range

Hypertension management

About 1 in 2 adults in the U.S. live with hypertension, yet many may not even be aware of their high blood pressure.³ Sometimes called the "silent killer" due to a lack of symptoms for many people, hypertension puts individuals at risk of kidney failure and stroke, as well as heart disease, the leading cause of death in the U.S.^{4,5}

With Livongo's hypertension management solution, your eligible employees will receive:

- A cellular-connected, interactive blood pressure monitor
- Remote monitoring and outreach when blood pressure readings are out of normal range
- One-on-one coaching by professional coaches trained to support hypertension
- Health Nudges based on your employee's blood pressure reading patterns to support behavior change
- Online and mobile support tools

Proven diabetes management solution

25% employee enrollment rate

\$131 per patient per month savings⁸

3.4x Y1 diabetes ROI⁸

Measurable clinical outcomes⁸

0.8% reduction in HbA1c at 90 days

15% reduction in hypoglycemia

7% average sustained HbA1c at three years

Proven hypertension management solution

15% employee enrollment rate

\$81 per patient per month savings⁹

2.1x Y1 hypertension ROI*

Measurable clinical outcomes

14.2% mmHg reduction in average systolic blood pressure¹⁰

0.1 0.1 mmHg reduction in average diastolic blood pressure¹⁰

A science-driven approach for lasting outcomes

Data monitoring with connected devices

Your participating employees will receive monitoring devices with easy-to-use touchscreens. Their readings are sent seamlessly to the Livongo cloud, allowing for real-time analytics, insights, and remote monitoring. Through the Livongo platform, your employees can easily share health data with their health care providers and family members, contact a coach, and contact Livongo member support. The blood glucose meter automatically triggers orders of testing supplies, such as test strips and lancets, when the user's supply gets low.

Driving behavior change

Livongo's devices do much more than check blood glucose or blood pressure — they help drive behavior change. The devices interpret the data collected and offer your employees tips on how to improve their readings. Your employees will get personalized Health Nudges based on their blood glucose or blood pressure patterns. Health Nudges include invitations to review data insights, recipe ideas for healthy meals, and other content about managing their conditions. The devices also track medication adherence, allowing for proactive outreach to non-adherent employees who don't have their blood glucose or blood pressure under control.

Support from expert coaches

Digital engagement is proven to be effective, but sometimes your employees just need to connect with someone to discuss their unique needs. Livongo's coaches are certified Chronic Care Professional coaches and are trained to support both hypertension and diabetes. These expert coaches are available for one-on-one live coaching and 24/7 remote monitoring with emergency outreach in the case of extreme blood glucose or blood pressure readings.



Why Livongo through Independence Blue Cross

Advantages of purchasing the Livongo program through Independence Blue Cross (Independence) include:

- Claims-based payment process
- No administrative fee and preferred pricing, as compared with direct-to-customer pricing
- Livongo and Independence representatives help manage all aspects of the program, from implementation to ongoing support
- Lower implementation burden as a result of Independence's contracting efforts and employee eligibility determinations
- Reporting on engagement, satisfaction, and outcomes

1 2020 National Diabetes Statistics Report <https://www.cdc.gov/diabetes/data/statistics/statistics-report.html>

2 Blue Cross Blue Shield (BCBS) Health Index

3 <https://www.cdc.gov/bloodpressure/facts.htm>

4 <https://www.mayoclinic.org/diseases-conditions/high-blood-pressure/in-depth/high-blood-pressure/art-20045868>

5 <https://www.cdc.gov/nchs/fastats/leading-causes-of-death.htm>

6 The Diabetes Control and Complications Trial Research Group. 1993. "The Effect of Intensive Treatment of Diabetes on the Development and Progression of Long-Term Complications in Insulin-Dependent Diabetes Mellitus." *New England Journal of Medicine* 1993;329(14):977-986. <https://doi.org/10.1056/NEJM199309303291401>

7 Stratton, I.M., A.I. Adler, H.A. Neil, et al. 2000. "Association of glycaemia with macrovascular and microvascular complications of type 2 diabetes (UKPDS 35): Prospective observational study." *British Medical Journal* 2000;321(7258):405-412. <https://doi.org/10.1136/bmj.321.7258.405>

8 Based on Livongo's internal reporting on average engagement rate across current customers and partner contracts

9 Livongo's medical savings and ROI methodology evaluated medical claims data across Livongo for Hypertension program participants from the four employers that were 12-months post-launch of the program.

10 To determine change in blood pressure over the 12-month study period, participants' final blood pressure (computed as an average of the last two readings) was compared to their baseline measurement (calculated as the average of up to the first five readings within 30 days of the first reading, dropping the first reading per the American Heart Association recommendation).

Livongo is an independent company.

Independence Blue Cross offers products through its subsidiaries Independence Hospital Indemnity Plan, Keystone Health Plan East and QCC Insurance Company, and with Highmark Blue Shield — independent licensees of the Blue Cross and Blue Shield Association