

# Livongo for Diabetes Program: Frequently Asked Questions

## ▼ WHO IS ELIGIBLE FOR THE LIVONGO PROGRAM?

BorgWarner U.S. employees and their eligible dependents who are enrolled in any BorgWarner Medical Plan administered by Cigna and who have been diagnosed with Type 1 or Type 2 Diabetes are eligible to enroll in the Livongo program.

## ▼ CAN I USE THE LIVONGO PROGRAM IF I ALSO HAVE AN INSULIN PUMP?

Yes, individuals who use an insulin pump can still use the Livongo program. Insulin pumps do not require a specific meter for them to function as designed, however, several of pumps have direct integration with specific meters. This integration enables the blood glucose reading to be automatically sent from the meter to the pump which saves the individual the extra step of entering their blood glucose value that they get from a stand alone meter into the insulin pump.

Pump supplies are separate and different from blood glucose checking supplies and are outside of our service. An individual using an insulin pump may choose to join the Livongo Program and use our meter and receive our blood glucose checking supplies - but still go through their current method to obtain supplies specifically for their insulin pump.

## ▼ WHAT IS THE COST TO ENROLL IN THE LIVONGO PROGRAM?

All costs associated with the Livongo program are covered at 100% through your BorgWarner Medical Plan.

## ▼ WHAT IS INCLUDED IN THE LIVONGO PROGRAM?

By enrolling in the Livongo program, you will receive the following (at no extra cost to you):

- Welcome Kit:
  - Cellular connected glucometer
  - Lancing device
  - Lancets
  - Glucometer Charger
  - Carrying Case
- **Unlimited** Testing Supplies (Lancets and Testing Strips)
  - No matter how often you test, there is no cost to you for lancets and testing strips
- Real time “first responder” support by Livongo Certified Diabetes Educators for extreme high and low readings
- Coaching sessions through the Cigna Personal Health Team by calling **1-800-237-2904**.

## ▼ HOW DO I ENROLL IN THE LIVONGO PROGRAM?

On or after January 1, 2018, you can enroll in the Livongo program online at <https://welcome.livongo.com> using the BorgWarner Livongo code or by calling the 24/7 Livongo Member Support Team at **1-800-945-4355**.

## ▼ WHAT HAPPENS AFTER I ENROLL?

After you enroll, you will be shipped the Livongo Welcome Kit that outlines all the information you need to get started. You will have immediate access to the Livongo website at <https://my.livongo.com> where you will set-up your personalized program. You should also download the Livongo mobile app for convenient access to community curated content, blood glucose logbook, charts, and discoveries.

#### ▼ WHAT ARE THE DIFFERENCES BETWEEN THE LIVONGO WEBSITE AND MOBILE APP FEATURES?

The Livongo website is designed for more comprehensive sessions that involve accessing a member's blood glucose logbook, chart, discoveries, health profile, goals and configuration settings (Friends and Family, doctor, coaching alerts, etc.). The mobile app is designed for quick, on-the-go sessions and provides access to community curated content, the member's blood glucose logbook, chart, and discoveries.

#### ▼ HOW DO I RE-ORDER TESTING SUPPLIES?

You can re-order lancets and testing strips four different ways:

- Online, through the Livongo website at [my.livongo.com](https://my.livongo.com)
- Through your Livongo meter
- Using the Livongo mobile app
- By calling the Livongo Member Support Team at **1-800-945-4355**.

#### ▼ WHAT IF I CHOOSE TO NOT ENROLL IN THE LIVONGO PROGRAM?

If you choose to not enroll in the Livongo program, you will continue to have the same medical coverage for diabetes related care, and you will continue to have prescription coverage for diabetes medications and supplies. Please note that diabetes medications and supplies are subject to the same generic and formulary copays for the current plan year so they will no longer be covered at 100%.

#### ▼ WHEN DO I CONTACT THE LIVONGO MEMBER SUPPORT TEAM?

You contact the Livongo Member Support Team for assistance with online registration, program questions, troubleshooting, and refills.

#### ▼ WHEN DO I CONTACT THE CIGNA PERSONAL HEALTH TEAM?

You contact the Cigna Personal Health Team for diabetes related questions and support. Your health advocate will help you create a personal care support plan, understand medications or your doctor's orders, identify triggers that affect your condition, learn more about your treatment options and help you make more educated decisions about your health.