

# Frequently Asked Questions

## **Q: What is Livongo for Hypertension?**

A: The Livongo for Hypertension Program helps make living with high blood pressure easier by providing you with a connected blood pressure monitor, personalized insights, and expert coaching when you want it. The Livongo program is offered at no cost to members and their covered dependents enrolled in the UT SELECT health plan.

## **Q: Is this really no additional cost for me? How can that be?**

A: Yes! Livongo is available at no additional cost to you. Even shipping is included! We can do this because your health plan completely pays for the program on your behalf. You are not billed anything for joining Livongo.

## **Q: How do I enroll?**

A: It's easy, and takes only a few minutes! Visit [get.livongo.com/UTS](https://get.livongo.com/UTS) and answer a few easy questions about you and your health to register and find out which program(s) you qualify for. 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 connected blood pressure monitor. The instructions included will walk you through getting set up and taking your first reading. You will be asked to also download the Livongo mobile app. Once you're connected, the monitor will automatically send readings to the app, where you can track your progress, share reports with your doctor, and more!

## **Q: Do I need to download the mobile app?**

A: We do ask that you download the app so you can get the most out of Livongo, including easy tracking, personalized tips, all of your data in one place, and more.

## **Q: How do you know my blood pressure cuff size?**

A: The included cuff fits most arm sizes: 8.6-16.5 inches (22-42 centimeters). Need a bigger cuff? Our Member Support team is happy to assist at (800) 945-4355 if you have questions regarding cuff sizes.

### **Q: Is it hard to take your own blood pressure?**

A: Not at all. Your cuff comes with a guide to help you get started. If you're having any trouble, you can call Member Support at (800) 945-4355 so we can help walk you through it.

### **Q: How do I know the readings are accurate?**

A: The Livongo blood pressure monitor has been validated by an independent organization. Measurements taken with this device are considered equivalent to those obtained by a trained healthcare provider using the gold standard method, cuff and stethoscope auscultation.

### **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](mailto: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](https://content.livongo.com/docs/privacy_practices.pdf).

### **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](https://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 [get.livongo.com/UTS](https://get.livongo.com/UTS) to get started!**