



Empowering People with
Chronic Conditions to Live
Better and Healthier Lives

Livongo Business Review



Sample Standard Business Review Metrics

Enrollment by Program

	Platform	Diabetes	Hypertension	Prediabetes	Weight Mgmt	Behavioral Health
Recruitable	xx	xx	xx	xx	xx	xx
Enrolled	xx	xx	xx	xx	xx	xx
<i>Enrollment %</i> <small>[Enrolled/Recruitable]</small>	xx%	xx%	xx%	xx%	xx%	xx%
Activated	xx	xx	xx	xx	xx	xx
<i>Activation %</i> <small>[Activated/Enrolled]</small>	xx%	xx%	xx%	xx%	xx%	xx%

Overall Livongo Engagement

Average 90 Day Member Engagement Rates (% of Enrolled)



Connected device usage



Email opens, log-ins, lessons,
Health Summary Report sharing,
food logs



Health Nudges,
5-day Challenges



Alert-based, on-demand, and scheduled
coaching

Members engage with Livongo on average x times per month

Engagement by Program

	Percentage of Enrolled Users Engaged Last 90-Days				
	Platform	Diabetes	Hypertension	Weight Management	Prediabetes
Device Monitoring	X%	X%	X%	X%	X%
Self-Guidance	X%	X%	X%	X%	X%
Digital Coaching	X%	X%	X%	X%	X%
Expert Coaching	X%	X%	X%	X%	X%

Self-Guided Activity (Last 90 Days)

x%

Of Enrolled Members
Engaged in
Self-Guided Activity

x

Average Self-Guided
Activity / Member

	Email Opens	Mobile App	Web Portal	Health Summary Report Sharing	Food Log Completion
					
% Enrolled Users	x%	x%	x%	x%	x%
Frequency <small>per member using feature</small>	x Email Opens	x Days	x Logins	x Shares	x Logs

Expert Coaching Topics (Last 90 Days)



1:1 Scheduled Coaching

x (x%)

Engaged in 1:1 scheduled coaching session

x

Average 1:1 scheduled coaching sessions per member



Message a Coach

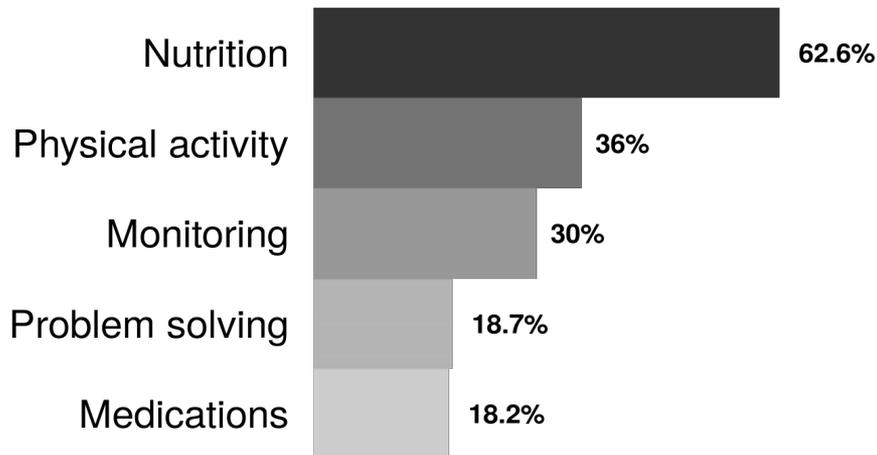
x (x%)

Sent message to coach

x

Average messages sent by member to coach

1:1 Scheduled Coaching Top 5 Topics



Clinical Outcomes Summary



Estimated HbA1c

-x.xpt

Decrease in eHbA1c at 6M from the self-reported values at registration



Systolic & Diastolic Blood Pressure

At Month 6

-xmg/dL

Reduction in systolic blood pressure

-xmg/dL

Reduction in diastolic blood pressure



Weight Loss

-x.x%

Average weight loss decrease months 1–6

-x.x%

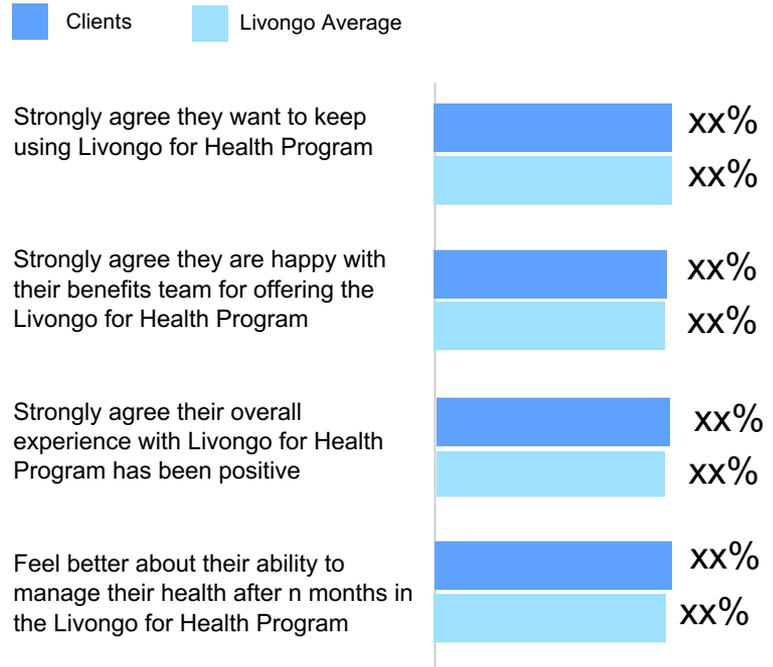
Average weight loss decrease months 6–12

Livongo NPS
Score for Client

+ **XX**

Members Love Livongo

Member Satisfaction & NPS



Your Health Benefit From [Client Name]



We're excited to share Livongo is now available as a health benefit through [Client Name]. Livongo gives you a new, personalized way to help manage diabetes. Get unlimited strips and lancets, an advanced blood glucose meter, insights based on your blood sugar, one-on-one coaching, custom alerts, and more!

[GET STARTED](#)

[The program is offered at no cost to you and your family members with diabetes who have coverage through the Livongo Medical Plan.]

Extra Benefits You'll Get



Unlimited Strips

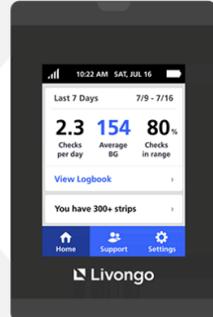
Test your blood sugar as often as you need to — without worrying about the cost of strips.

[Claim now >](#)

Personalized Insights

Get feedback after every blood sugar check to help you make informed choices.

[Claim now >](#)



One-on-One Coaching

Connect with an expert coach and make a custom plan to reach your goals.

[Claim now >](#)

Enroll in Livongo

- 1 Client Based Incentive Step 1 points.
- 2 Client Based Incentive Step 2 points.
- 3 Client Based Incentive Step 3 points.

[LEARN MORE & JOIN](#)

USE REGISTRATION CODE: XXXXX

Las comunicaciones del programa Livongo están disponibles en español.

Al inscribirse, podrá configurar el idioma que prefiera para las comunicaciones provenientes del medidor y del programa.

Para inscribirse en español, llame al (800) 945-4355 o visite bienvenido.livongo.com/XXXXX

Have Questions or Need Help Enrolling?

Call Livongo Member Support at (800) 945-4355
 Para registrarse en Español, llame al (800) 945-4355
 o visite bienvenido.livongo.com/XXXXX

Program includes trends and support on your secure Livongo account and mobile app but does not include a phone, tablet, or smartwatch.

Client Based Incentive Disclaimer

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[Unsubscribe](#)

CLIENT LOGO 1

Livongo Health
577 Main Street
Hudson, MA 01749

CLIENT LOGO 2
MOVE TO
CORRECT PLACE



[SALUTATIONS]
[FIRST NAME] [LAST NAME]
[ADDRESS]
[ADDRESS 2]
[CITY], [STATE] [ZIP]

[Date]

[Salutation] [First Name],

We're excited to let you know about a new health plan benefit, paid 100% by <<Client>>. <<EligibilityInfoHTN>>

Here's what you get with the Livongo for Hypertension program:

- **A free connected blood pressure monitor:** Take your blood pressure and you're done—the monitor automatically sends your reading to our easy-to-use app. No writing necessary!
- **Better blood pressure management:** The app tracks your readings for you. It will also provide you with tips and advice as you go.
- **Personalized support:** Our health coaches are available to provide personalized nutrition, weight loss and lifestyle tips.
- <<cbi_headerHTN>><<cbi_step1HTN>><<cbi_step2HTN>><<cbi_step3HTN>>

Join the hundreds of thousands of people who are already using Livongo today! To sign up or to learn more about this program, visit ready.livongo.com/<<URL>>/enter or call Livongo Member Support at **1-800-945-4355** and have your registration code "<<URL>>" ready. The enclosed brochure provides more details about the Livongo for Hypertension program.

Sincerely,

The Livongo Team

Para inscribirse en Español, llame al (800) 945-4355.

<<EnglishDisclaimerInfoHTN>>

<<cbi_disclaimer>>

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CLIENT LOGO 1

CLIENT LOGO 2



High Blood Pressure Management, Simplified



An advanced blood pressure monitor, support you need, and <<Client>> is covering **100% of the costs**.

PROGRAM BENEFITS

- ✓ An advanced blood pressure monitor
- ✓ Personalized insights
- ✓ One-on-one coaching
- ✓ Easy-to-use app & dashboard
- ✓ Guidance on healthy habits



GET STARTED



Text **"GO <<URL>>"** to **85240** to learn more & join

You can also join by visiting ready.livongo.com/<<URL>>/register or call **(800) 945-4355** and use registration code: **<<URL>>**

<<EligibilityInfoHTN>>

<<EnglishDisclaimerInfoHTN>>

Programs include trends and support on your secure Livongo account and mobile app but does not include a phone or tablet.
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Postage

DO NOT DISCARD — *Important Health Program Information Enclosed*

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A Smarter Approach to Weight Loss

Easily track weight with a smart scale and mobile app.



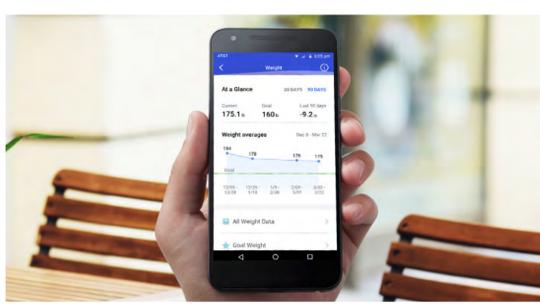
GET YOUR SCALE

Use Registration Code: [XXXX]

Join Livongo and get a smart scale that automatically sends weight readings to an app on your phone. Easily track your progress, and stay motivated to reach your goals!

[client eligibility sentence.]

Better Results In Just One Step



ADVANCED TECHNOLOGY

Smart scale automatically sends weight to your app.



GUIDANCE ON HEALTHY HABITS

Learn new strategies for healthy eating and more.



EASY SETUP

No complicated scale setup. Just unbox and hop on!



EXPERT COACHING

Unlimited one-on-one coaching and support.



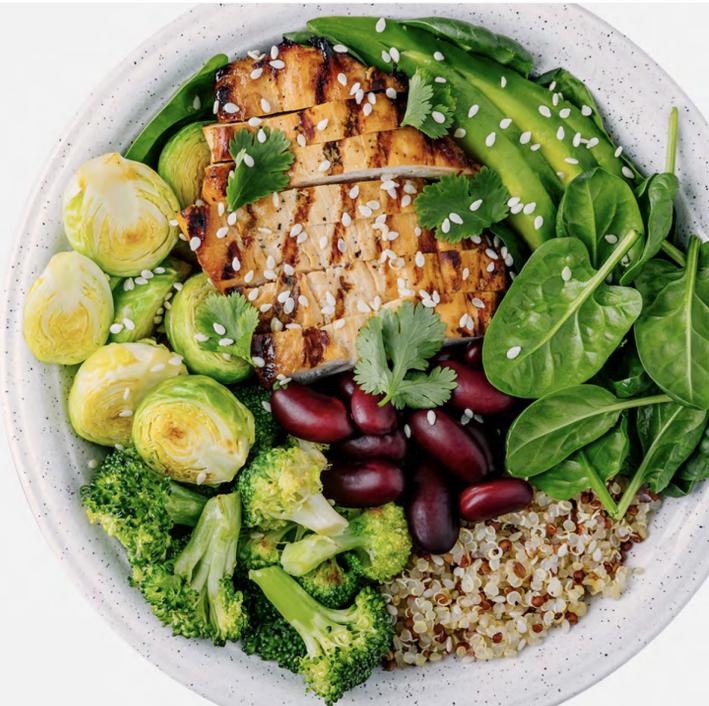
GET STARTED TODAY

Use Registration Code: [XXXX]

Here's Your Personalized Meal Plan

Work with a health coach to make a custom meal plan that fits your personal tastes, lifestyle, and health goals.

EAT HEALTHIER TODAY



Getting started is easy.

Join Now

Need help? Call Livongo Member Support at (800) 945-4355 and use your registration code [REG CODE].

Program includes trends and support on your secure Livongo account and mobile app but does not include a tablet or phone.

Those who are pregnant, have diabetes, or have a BMI that's lower than the program minimum may not qualify for the Livongo program. You must have an iPhone or Android smartphone to participate.

[client incentive]

[client disclaimer]

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PM04736.A.PM04181B
PM04740.A.PM04385.A

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[Unsubscribe](#)
[client documentation number]