Agenda

● Who is Livongo?

● Program Review: BCBS MA & AllWays Populations
  ○ Enrollment & Activation
  ○ Engagement & Alerts
  ○ Clinical Outcomes

● Feedback & Next Steps
Who is Livongo?
Key Elements of the Livongo Offering

**Connected Technology**
Gathers Data with No Effort
- Connected blood glucose meter
- Unlimited strips
- Food and activity tracking
- Livongo app

**Data Science**
Makes Data Actionable
- Real-time insights
- Health Nudges™
- Action Plans

**Human touch**
Expert Coaches
- Accredited and curriculum from ADA and AADE
- 24/7 remote monitoring and outreach
- Live 1-on-1 sessions
Enrollment & Engagement
# Enrollment by Program and Population

<table>
<thead>
<tr>
<th>Program</th>
<th>Diabetes</th>
<th>Recruitable</th>
<th>Enrolled</th>
<th>Enrollment %</th>
<th>Activated</th>
<th>Activation %</th>
</tr>
</thead>
<tbody>
<tr>
<td>BCBS MA</td>
<td></td>
<td>1,854</td>
<td>241</td>
<td>13%</td>
<td>160</td>
<td>66%</td>
</tr>
<tr>
<td>AllWays</td>
<td>Diabetes</td>
<td>417</td>
<td>74</td>
<td>18%</td>
<td>60</td>
<td>81%</td>
</tr>
</tbody>
</table>

**Enrollment**: Completed registration and eligible for Program  
**Activation**: Used the device for a first blood glucose test
**Engagement by Program and Population – Last 90 Days**

<table>
<thead>
<tr>
<th>Program</th>
<th>Diabetes</th>
<th>Members engage with Livongo on average 28 times per month</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BCBS MA</strong></td>
<td>98%</td>
<td></td>
</tr>
<tr>
<td>Device Monitoring</td>
<td>96%</td>
<td></td>
</tr>
<tr>
<td>Self-Guidance</td>
<td>64%</td>
<td></td>
</tr>
<tr>
<td>Digital Coaching</td>
<td>18%</td>
<td></td>
</tr>
<tr>
<td>Expert Coaching</td>
<td></td>
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<tr>
<td><strong>AllWays</strong></td>
<td></td>
</tr>
<tr>
<td>Device Monitoring</td>
<td>93%</td>
</tr>
<tr>
<td>Self-Guidance</td>
<td>85%</td>
</tr>
<tr>
<td>Digital Coaching</td>
<td>60%</td>
</tr>
<tr>
<td>Expert Coaching</td>
<td>12%</td>
</tr>
</tbody>
</table>

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Demographics
Livongo Program
Member Demographics - COBHCBS

**Membership**
- 86% Self
- 14% Spouse/Dep

**Gender**
- 41% Male
- 59% Female

**Age**
- 18-44 18%
- 45-54 52%
- 55-64 7%
- 65+ 18%

**Program(s) Enrolled**
- 100% DM Only

**Diabetes Type**
- 93% Type 1
- 7% Type 2

**Insulin**
- 28% Use Insulin
- 72% No Insulin
Member Demographics - COBALLWAYS

**DIABETES**

- **Membership**
  - Self: 80%
  - Spouse/Dep: 20%

- **Gender**
  - Male: 59%
  - Female: 41%

- **Program(s) Enrolled**
  - DM Only: 100%
  - DM +: 0%

- **Diabetes Type**
  - Type 1: 93%
  - Type 2: 7%

- **Age**
  - 18-44: 31%
  - 45-54: 24%
  - 55-64: 24%
  - 65+: 11%

- **Insulin**
  - Use Insulin: 15%
  - No Insulin: 85%
Diabetes Management
**Diabetes Management**

*Asterisk indicates a cohort smaller than five members.*

HbA1c is a common test used to assess average blood glucose (BG) over the past three months; it is the primary clinical indicator used to assess how well a person with diabetes is managing their BG. The American Diabetes Association recommends targeting HbA1c <7%. Livongo strives to reduce HbA1c for those starting >=7% and to keep HbA1c under 7% for those starting <7%.

Members self-report HbA1c at the time of registration, and Livongo uses Member-measured BG values to estimate HbA1c after registration.

**Clinical Outcomes: Diabetes**

- **COBBCBS Members who started uncontrolled** have achieved a **1.29% decrease**
- **COBALLWAYS Members who started uncontrolled** have achieved a **0.44% decrease**

**REDUCES RISKS BY**

- Every 1% reduction in HbA1c
  - Death from Diabetes: 21%
  - Heart Attacks: 14%
  - Peripheral Vascular Disease: 43%

*BMJ.2000;321(7258):405-412*

Starting HbA1c
- All Members
- All Uncontrolled (>=7)

**BCBS MA**
- All Members
- All Uncontrolled (>=7)

-0.7%

**AllWays**
- All Members
- All Uncontrolled (>=7)

-0.4%

* Asterisk indicates a cohort smaller than five members.
The share of Members with controlled diabetes has increased by 10%.

The share of Members with HbA1c > 8 decreased by 10%.
The share of Members with controlled diabetes has increased by 27.2%.

The share of Members with HbA1c > 8 has decreased by 9.1%.
Alerts

Alerts are triggered when a member records a blood glucose value that falls outside their self-defined target range. If the member has no self-defined range, a default low (50 mg/dL) or high (400 mg/dL) value will trigger the alert. Self-defined target ranges can be updated by a member at any time.

Once alert is triggered, several things happen:

- Member immediately receives a digital coaching message on how to manage their low / high value.
- An expert coach calls or texts member to check-in and discuss how the member can better control their BG (depending on members' communication preferences).
- Members' designated friends and family are notified by text / email (if member opts in).
Alerts Details

BCBS MA

174
Number of Alerts (Last 90 days)

26
(Number of Activated)
Number of Alerted Members (Last 90 days)

6
Average Alerts / Member (Last 90 days)

AllWays

84
Number of Alerts (Last 90 days)

9
(Number of Activated)
Number of Alerted Members (Last 90 days)

9
Average Alerts / Member (Last 90 days)
Conclusion and Feedback
Feedback & Next Steps

Feedback or Questions?

Next Steps
• Livongo to attend May health fairs: May 3 & May 16th
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Appendix
Alerts Details – COBHCBS

Alert Type Distribution (Last 90 Days)

<table>
<thead>
<tr>
<th>% of Number of Alerts</th>
<th>Low 29.3%</th>
<th>High 70.7%</th>
</tr>
</thead>
</table>

% of Alerted Members

<table>
<thead>
<tr>
<th>% of Alerted Members</th>
<th>Low 30.8%</th>
<th>Both 15.4%</th>
<th>High 53.8%</th>
</tr>
</thead>
</table>

% of Activated Members Who Received Alerts Since Launch (by Month)

<table>
<thead>
<tr>
<th>% of Activated Members who Received Alerts</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

174 Number of Alerts (Last 90 days)

26 (16% of Activated) Number of Alerted Members (Last 90 days)

6 Average Alerts / Member (Last 90 days)

Low = Below self-defined lower limit or <50 mg/dL
High = Above self-defined upper limit or >=400 mg/dL
Both = Members who received low and high alerts
Note: Each member can fall in only one “Alerted Members” group
Alerts Details - COBALLWAYS

Alert Type Distribution (Last 90 Days)

<table>
<thead>
<tr>
<th>% of Number of Alerts</th>
<th>Low</th>
<th>34.5%</th>
<th>High</th>
<th>65.5%</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>% of Alerted Members</th>
<th>Low</th>
<th>11.1%</th>
<th>Both</th>
<th>22.2%</th>
<th>High</th>
<th>66.7%</th>
</tr>
</thead>
</table>

% of Activated Members Who Received Alerts Since Launch (by Month)

Note: Each member can fall in only one “Alerted Members” group

84 Number of Alerts (Last 90 days)

9 (15% of Activated) Number of Alerted Members (Last 90 days)

9 Average Alerts / Member (Last 90 days)
Livongo Executive Summary for Diabetes

City of Boston - BCBS Massachusetts contract_no_5813

Enrollment
13%
241 of 1,854
of Recruitable population currently enrolled in Livongo for Diabetes at end of month

Blood Glucose Checking
Client population blood glucose checking metrics last 3 months

- 1.39 checks per day
- 74% in range

Program Engagement
Percentage of Activated members using feature in the last 3 months

- 98% blood glucose meter
- 40% mobile app
- 68% web portal
- 91% member communications
- 19% CDE encounters

Client NPS
75
NPS of All Members’ Most Recent Response

Client Change in eHbA1c
-1.29
Change in eHbA1c from self-reported HbA1c values for members who started uncontrolled (HbA1c >=7%) and enrolled at least 6 months

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Livongo Executive Summary for Diabetes

City of Boston - Allways Health Partners contract_no_7646

Enrollment

**18%**
74 of 417
of Recruitable population currently enrolled in Livongo for Diabetes at end of month

Activation

**81%**
60 of 74
of currently enrolled members

Blood Glucose Checking

Client population blood glucose checking metrics last 3 months
- **1.42** checks per day
- **67%** in range
- **160** mg/dL
- **92** alerts

Program Engagement

Percentage of Activated members using feature in the last 3 months
- **93%** blood glucose meter
- **32%** mobile app
- **40%** web portal
- **80%** member communications
- **18%** CDE encounters

Client NPS

**71**
NPS of All Members’ Most Recent Response

Client Change in eHbA1c

**-0.44**
Change in eHbA1c from self-reported HbA1c values for members who started uncontrolled (HbA1c >=7%) and enrolled at least 6 months