



Diabetes Program Registration



Registration Steps

Personal Information

Let's Start with the Basics

Who will be using Livongo?

| | | | | |
|------------------|-----------------|----|---|------|
| Legal First Name | Legal Last Name | | | |
| MM | / | DD | / | YYYY |
| Zip Code | | | | |

Create your account. Use it to access your information.

| | |
|---------------|-------------------------------|
| Email Address | Password Show |
|---------------|-------------------------------|

By continuing, I accept the [Livongo Health Terms of Service](#), [Privacy Policy](#) and [Member Communication Policy](#).

Next


If you already have an account, [click here](#).

Personal Information

On Personal Information, we ask for the basic information that is necessary to create a member account.

A member also accepts our Terms & Conditions, Privacy Policy and Member Communication Policy.

Registration Code

Coverage(800) 945-4355 [LIVE CHAT](#)

Lets Confirm Your Coverage

Enter or search for your registration code, employer, or health plan.

Searching for your sponsor didn't work?

- ✔ Try entering your employer name
- ✔ Call Member Support at (800) 945-4355 or [chat with us](#).
- ✔ Look for your code in the email or mailer you received about Livongo.

[Next](#)

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Registration Code

A **Registration Code** is the key that allows a member to sign up for Livongo under a specific client.

This step is skipped if a member starts registration from a link in an email or using a URL on most marketing communications.

Members are verified as belonging to a client after registration.

Eligibility Information

Coverage(800) 945-4355 [LIVE CHAT](#)

Lets Confirm Your Coverage

Your sponsor is:

Livongo - Hospital [Change...](#)

It looks like we need more information to confirm your coverage.

We use this information to confirm your coverage only. You are not charged for joining Livongo. [I am covered as a spouse or dependent.](#)

What is your gender?

Female

Male

Insurance Information

ⓘ

ⓘ

Joining as a spouse or dependent? [Add Primary Policy Holder.](#)

[Next: Health](#)

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Eligibility Information

Livongo uses an identifier during registration to determine the eligibility of a member under a client after registration

Most commonly, this is insurance information.

Required Program Questions

Livongo Personalize (800) 945-4355 [LIVE CHAT](#)

Your sponsor covers Livongo for Diabetes


Personalize Your Livongo Program

Information you provide will be used to craft a personalized care plan.

What's Livongo for Diabetes?

Make diabetes management easier. Always know how you're doing, stress less about supplies, and get help when it matters most.

- Connected meter
- Unlimited strips
- 24/7 support



What type of diabetes do you have?

Type 1 [i](#) Type 2 [i](#)

When were you diagnosed with diabetes?

Year Month (Optional)

Have you ever had an A1C check? [i](#)

Yes No

I don't know if I have had an A1C check.

Check all of the following to help manage diabetes.

Oral Medications [i](#)

Insulin Injections [i](#)

Insulin Pump [i](#)

I don't use medications to manage diabetes.

[Next](#)

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Required Program Questions

Members enrolling in Diabetes are required to answer questions that drive the function of the program.


The required programs page also acts as an introduction to the features / added values of the diabetes program.

Shipping & Supplies

Shipping(800) 945-4355LIVE CHAT

Shipping & Supplies

Enter your address, so we can ship you the following:



- ✓ An advanced glucose meter (\$200 value)
- ✓ 150 strips (with unlimited refills)
- ✓ Lancing device, lancets, and carrying case

Shipping Address

Mobile Phone

Finish

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Livongo may use your information to [contact you](#) as part of the program. You can manage your contact preferences in your Member website or by calling Livongo Member Support. Your address will not be linked with any other employee or insurance portals.

Shipping & Supplies

Shipping and Supplies introduces a member to the Welcome they will receive after finishing registration.

We also ask for mobile phone number on this page to enable coaching outreach and mobile app activation.

Programs Setup

 Program Setup (800) 945-4355 LIVE CHAT

Welcome to the Livongo Program!

Setup Livongo To Work For You

Coaching Alerts

A Livongo Coach can contact you when your blood glucose readings are out of target range to provide you with the support you need to help you return to a safe level.

Low Blood Glucose Alerts

A coach will contact me when my blood glucose is equal to or lower than

50 mg/dL 40 120

High Blood Glucose Alerts

A coach will contact me when my blood glucose is equal to or higher than

400 mg/dL 120 600

Contact Preferences

How would you like a coach to contact you?

Phone Call

Text Message

A coach will only contact you for to a high or low blood glucose reading between 11PM and 7AM after you respond to a message on your meter. [Customize time](#)

I don't want coaching notifications

Would you like **text message updates** from Livongo about your program offerings?

Yes, Keep me informed via text messages

No, I don't want text messages

Language

English

Next

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Programs Setup

The Program Setup Page allows members to customize how they interact with Livongo. They adjust settings like:

- Out-of-Range Alert Range
- Contact Preferences
- Language Preferences
- SMS Opt-in

Optional Health Questions

Height Weight

Have you had any of the following exams?

Diabetes eye exam (i)

Foot exam by a doctor or medical professional (i)

When was your last diabetes eye exam?

When was your last foot exam?

Do you use a Continuous Glucose Monitor (CGM) to help monitor your blood glucose?

Yes No

Have you ever been diagnosed with or taken medication for any of the following?

High Cholesterol (i)

High Blood Pressure (Hypertension) (i)

Do you smoke?

Yes No

Have you had a flu vaccine within the last year? (i)

Yes No

Have you ever had the pneumonia vaccine? (i)

Yes No

How active are you?

Regularly Active

Somewhat Active

Not Active

Optional Health Questions (Cont'd)

How interested are you in increasing your activity level?

- Very interested
- Interested but physically unable
- Somewhat interested
- Not interested
- Not interested and physically unable

How satisfied are you with your current eating habits over the past week?

- Very satisfied
- Moderately satisfied
- Unsatisfied

How interested are you in learning more about healthy eating?

- Very interested
- Moderately interested
- Not interested

Demographics

Do you identify as any of the following?

- White / Caucasian
- Black / African American
- Asian
- Native American or Alaskan Native
- Native Hawaiian or Pacific Islander
- Spanish, Hispanic or Latino
- Other

Optional Health Questions

Members are not required to complete specific health questions to pass this page.

These questions are used to inform coaching experience, product development and clinical baselining.


Mobile App

Livongo (800) 945-4355 [LIVE CHAT](#)

Your Registration is complete!
Hang tight while we confirm your eligibility with your program sponsor. Once approved, you'll receive your welcome kit in 3-5 days.

Next Up: Download The Livongo App

While you wait for your Welcome Kit to arrive, download the Livongo app – your partner on a path to living healthier and an important part of the Livongo experience.

 [iOS](#) [Android](#)

[Text me a link](#)

Why do I need the Livongo App?

- 1 See all your Livongo data in one place**
View every reading from your Livongo devices, as well as daily step counts, and more. You can gather insights, learn, and adapt your routine.
- 2 Understand your patterns**
Our simple, easy-to-understand charts and summaries provide you with all the information you need to make the right choices to improve your health.
- 3 Get real-time feedback**
Personalized insights after every reading help you learn and improve. Healthy tips and advice are always available in the Livongo app.

Get it now to start your Livongo Journey

[iOS](#) [Android](#)

[Text a download link to my smartphone...](#)

[Skip, Show me the web portal](#)

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Thanks!