

Frequently Asked Questions

Q: What is Livongo?

A: Livongo offers a whole person platform that empowers people with chronic conditions to live better and healthier lives. We use advanced technology, personalized recommendations, and real-time communication to provide you with the right information and support. This combination helps you take the right actions to improve your health in easy and simple ways.

Q: Is Livongo right for me?

A: Livongo can make it easier to live a healthier life and to manage your condition(s), giving you support, tools, and feedback when you need them most. If this sounds good and you qualify, Livongo is for you!

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 BorgWarner, Inc. completely pays for the program on your behalf. You are not billed anything for joining Livongo.

Q: Who can join?

A: The program is offered at no cost to employees and their dependents with diabetes and/or hypertension and coverage through the company medical plan.

Q: How do I enroll?

A: It's easy, and takes only a few minutes! Visit get.livongo.com/BORGWARNER/register 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: Do I need to enroll in all programs or can I choose just one?

A: You can sign up for just one or as many programs as you're eligible for. If you start with one Livongo program, you can always add on another program when you feel ready.

Q: What happens after I enroll?

A: After you enroll, we'll verify your eligibility in the program(s) you signed up for and then send you an email with information about the next steps to making the most out of your Livongo membership. It's easy and always provided at no cost to you whatsoever! We'll mail you a Welcome Kit for your program(s). Your Welcome Kit will include your connected device(s) and access to the Livongo mobile app and member website my.livongo.com, where you can personalize the program, reach out to your expert coach, and access your readings. Your Livongo for Diabetes Welcome Kit will also include all the strips and lancets you need to check your blood sugar.

Q: Can I cancel my membership?

A: Yes, you can cancel at any time for any reason. To cancel any program, just call Livongo at (800) 945-4355 or email help@livongo.com.

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: Will my information be safe and confidential?

A: Yes, we take your privacy very seriously. You can view our full privacy statement by visiting content.livongo.com/docs/privacy_practices.pdf.

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 the frequency and method of communication, or even opt out of communications, by logging into your account at my.livongo.com.

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: What is Livongo for Diabetes?

A: The Livongo for Diabetes Program helps make living with diabetes easier by providing you with a connected meter, unlimited strips, and coaching. The program is offered at no cost to employees and their dependents with diabetes and coverage through the company medical plan.

Q: My doctor says I have prediabetes or am at risk of developing diabetes. Is Livongo for Diabetes a good fit for me?

A: No, Livongo for Diabetes is designed to support individuals diagnosed with Type 1 or Type 2 diabetes.

Q: Does unlimited strips really mean unlimited?

A: Yes! No matter if you check once a week or once per hour, with Livongo, you receive all the strips and lancets you need at no additional cost to you.

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 program is offered at no cost to employees and their dependents with hypertension and coverage through the company medical plan.

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.

Visit get.livongo.com/BORGWARNER/register to get started!