

Frequently Asked Questions - Livongo

Q1. Why is the Livongo program ending?

There are several reasons why this decision was reached:

- **Chronic Condition Management:** Effective management of chronic conditions is already being handled directly through primary care providers (PCPs), ensuring personalized and integrated care without the need for a separate program.
- **Connected Devices and Data:** Although Livongo provides connected devices, utilization rates remain low, limiting the program's overall impact and value.
- **Coaching and Support:** Comprehensive coaching and support services are available through existing platforms such as Wondr, Marquee, and PCPs, reducing the necessity for an additional Livongo program.
- **Cost Savings:** We have not observed meaningful cost savings from the Livongo program, particularly as the increased use of GLP-1 medications is driving up overall healthcare costs.

Q2. Will my Livongo device and supplies still work after December 31, 2025?

Yes. All current participants will continue receiving supplies and support through **June 30, 2026**.

Q3. Can I continue using the Livongo app and coaching?

Yes. Your app access, coaching, and data tracking will remain available through **June 30, 2026**.

Q4. Will I lose access to my historical data after the program ends?

Members will be provided information before June 30, 2026, and if requested, instructions on how to **download or transfer their data** if they wish to retain it for personal or provider use.

Q5. I'm newly diagnosed. Can I still join Livongo?

No new enrollments will be accepted after **December 31, 2025**. However, diabetes support resources are available through **Wellmark's Care Management Team**, accessible via [Wellmark.com](https://www.wellmark.com) or by calling the member number on your ID card.

Q6. Are there other diabetes management resources available?

Yes. Members can use Wellmark's Care Management, Nutrition Counseling, Preventive Screenings, and Well-being Programs

Q7. What should I estimate my monthly costs to be for monitors, glucose strips, and lancets?

To look up what you'll pay for your prescription, just log in at mywellmark.com or open the myWellmark mobile app. There you'll be able to review drug costs at in-network pharmacies near you via the CVS/Caremark Pharmacy Tool.

Learn more about myWellmark on page 3 of the Health and Pharmacy Guide and the CVS Pharmacy Tool on page 8. To view the Health and Pharmacy Guide, simply go <https://www.sd.gov/BHRA>, then navigate to the Benefits link at the bottom of the page. There you will see a link for Wellmark, which contains the Health and Pharmacy Guide. **You can also click here.**

Q8. If I have questions specifically relating to my Livongo account or need instructions on how to download my personal information, to whom should I reach out?

Please reach out directly to Livongo at 1.800.945.4355.