

Teladoc Health (formerly Livongo)

DID YOU KNOW?



1 in 5 suffer from a chronic condition like diabetes, high blood pressure, or heart disease



Diabetes is the **#7 cause** of death & the **#1 cause** of kidney failure, lower-limb amputations & adult-onset blindness



High blood pressure increases the risk of heart disease & stroke, **two leading causes** of death



62% of CMC's benefits costs are tied to chronic conditions, totaling **\$54 million** annually

HOW TELADOC HEALTH CAN HELP

Teladoc Health provides **FREE** support and supplies for employees & their dependents enrolled in the BCBS medical plan who want help managing their chronic conditions. Teladoc Health, along with simple changes – like being active, staying hydrated, reducing stress & getting the right amount of sleep – can have a significant impact on your health.

Free Supplies

- Diabetes: blood glucose meter, lancing device, test strips & lancets
- Hypertension: blood pressure monitor
- Prediabetes: scale

Coaching & Support

- Personalized insights
- 1:1 coaching Guidance on healthy habits

Healthy Habits

- Getting active
- Staying hydrated
- Eating healthy
- Reducing stress
- Getting more sleep

DOWNLOAD THE TELADOC HEALTH MOBILE APP

- **See your data all in one place.** Record every blood sugar & blood pressure reading, then view them all.
- **Understand your patterns.** Easy-to-understand charts & summaries provide the information you need to make the right healthy choices.
- **Get real-time feedback.** Personalized insights after every reading help you learn & improve. Tips & advice are always available.
- **Reorder supplies.** Free supplies are sent to your door with one tap!

At CMC, we care about you & want you to get the support you need.

That's why Teladoc Health is available at **NO COST** to you. This includes **FREE** supplies & coaching from expert coaches, who are standing by 24/7/365 to help you!

Studies show it takes 60 days to form a healthy habit – **start investing** in your health **today**. You can't afford not to!



HOW TO JOIN



By Phone

Call **800.835.2362** and use registration code **MYCMC**



Online

Visit teladochealth.com/go/mycmc

need
help?

The Employee Services Team is a call or click away.
Call **877.262.8050** or email employeeservices@cmc.com

Frequently Asked Questions

What are the benefits of the Teladoc Health program?

Teladoc Health makes managing chronic conditions easier. Here's how:

- After you join, you will receive a welcome kit containing your connected device and any supplies necessary to maintain and improve your health.
- The program has three components: connected devices, personalized health signals, and expert coaching support.

What do the three components do for me?

- **Connected devices:** Through conveniently connected devices, members can monitor and provide real-time feedback while enabling effortless data collection for multiple conditions, all at once.
- **Personalized health signals:** Health metrics, social determinants, preferences, clinical needs, and more trigger timely, actionable feedback driving behavior change.
- **Expert coaching support:** Offering personalized support, credentialed and experienced coaches following evidence-based practices provide member-centered guidance and support.

Who is eligible?

You and/or your dependent must be enrolled in the BCBS medical plan and:

- Diabetes: Required diagnosis of type 1 or type 2 diabetes (all ages)
- Hypertension: Required diagnosis of hypertension (18+)
- Prediabetes: Must meet CDC diabetes prevention program qualification criteria (18+)

How much does the Teladoc Health program cost?

Teladoc Health is available at **NO COST** to you. This includes **FREE supplies, coaching, and support** from expert coaches, 24/7!

How do members reorder strips and lancets?

Members can reorder strips and lancets in four ways:

1. On the member website at teladochealth.com/go/mycmc
2. On the meter
3. On the Teladoc Health mobile app
4. By calling Member Support anytime at **800.835.2362**

What happens during a real-time intervention (diabetes members only)?

When coaches respond to a real-time intervention, the goal is to ensure that the member is stable and able to follow physician-recommended guidelines for treating low or high blood glucose. The coach will work with the member to follow physician-provided treatment recommendations to safely return blood glucose to the target range. The coach will also then seek to understand if the member should be a future candidate for scheduled coaching. If the member is regularly alerting with unsafe low or high blood sugar readings, coaches may look to schedule a coaching session to help educate the member and collaborate on strategies that can help the member decrease the frequency of out-of-range readings in the future.

need
help?

The Employee Services Team is a call or click away.
Call **877.262.8050** or email employeeservices@cmc.com