Livongo by Teladoc Health

HYPERTENSION MANAGEMENT

Frequently asked questions

What is Hypertension Management?

The Hypertension Management program helps make living with high blood pressure easier. Connect with an expert coach to make a plan that fits your lifestyle. Improve your blood pressure numbers with simple, effective tools that really work.

Is this really no additional cost for me?

Yes! Hypertension Management is available at no cost to you. Even shipping is included! We can do this because completely pays for the program on your behalf. You are not billed anything for signing up.

How do I join?

It's easy and takes only a few minutes!
Visit TeladocHealth.com/stable 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 join by calling Member Support at 877-280-0624.

What happens after I join?

After you join, you will be shipped a Welcome Kit that includes a connected blood pressure monitor. The instructions included will walk you through getting set up and taking your first reading. You will also be asked to download the Livongo mobile app. Once you're connected, the monitor will automatically send readings to the app, where you can track your progress, share reports with your doctor and more!

Do I need to download the mobile app?

We do ask that you download the app so you can get the most out of the Hypertension Management program, including easy tracking, personalized tips, all of your data in one place and more.

How do you know my blood pressure cuff size?

The included cuff fits most arm sizes: 8.6-16.5 inches (22-42 centimeters). Our Member Support team is happy to assist at 877-280-0624 if you have questions regarding cuff sizes.

Is it hard to take your own blood pressure?

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 877-280-0624 so we can help walk you through it.

How do I know the readings are accurate?

The 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.

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Visit TeladocHealth.com/stable to get started.

Las comunicaciones del programa Livongo están disponibles en español. Al inscribirse, podrá configurar el idioma que prefiera para las comunicaciones provenientes del medidor y del programa. Para inscribirse en español, llame al 877-280-0624 o visite TeladocHealth.com/gestionar
Program eligibility varies. Visit our website to learn more.
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Can I cancel my membership?
Yes, you can cancel at any time for any reason. Just call Livongo at 877-280-0624 or email membersupport@teladochealth.com.

Is my information confidential?
Teladoc Health takes your privacy seriously. Your health information is protected by federal and state laws, including HIPAA. Please see our Notice of Privacy Practices for more information on how Teladoc Health uses your health information www.teladoc.com/notice-of-privacy-practices/.

What kind of credentials does my Livongo coach carry?
Livongo coaches hold a variety of nationally recognized credentials and certifications to support members. For Hypertension Management, coaches are certified diabetes care and education specialists (CDCES) or national board-certified health & wellness coaches (NBC-HWC).

How often will I receive communications from Livongo, and how can I adjust the frequency or opt out?
Frequency varies depending on the preferences you've set for your account. You can customize your communication preferences by logging in to your account at TeladocHealth.com/stable and visiting the Notifications tab under your profile.