

# Teladoc<sup>TM</sup>

HEALTH

Better health made possible

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**CITY** *of* **BOSTON**

*Prepared for City of Boston - BCBS Massachusetts &  
AllWays Health Populations  
Data Covering: 08/04/20 to 02/28/22*



# Agenda

- Who is Livongo?
- Program Review: BCBS MA & AllWays Populations
  - Enrollment & Activation
  - Engagement & Alerts
  - Clinical Outcomes
- Feedback & Next Steps

# Who is Livongo?

# Key Elements of the Livongo Offering

## Connected Technology

Gathers Data with No Effort



- Connected blood glucose meter
- Unlimited strips
- Food and activity tracking
- Livongo app

## Data Science

Makes Data Actionable



- Real-time insights
- Health Nudges™
- Action Plans

## Human touch

Expert Coaches



- Accredited and curriculum from ADA and AADE
- 24/7 remote monitoring and outreach
- Live 1-on-1 sessions

# Enrollment & Engagement

# Enrollment by Program and Population

## BCBS MA

	Diabetes
Recruitable	1,854
Enrolled	241
<i>Enrollment %</i> <small>[Enrolled/Recruitable]</small>	13%
Activated	160
<i>Activation %</i> <small>[Activated/Enrolled]</small>	66%

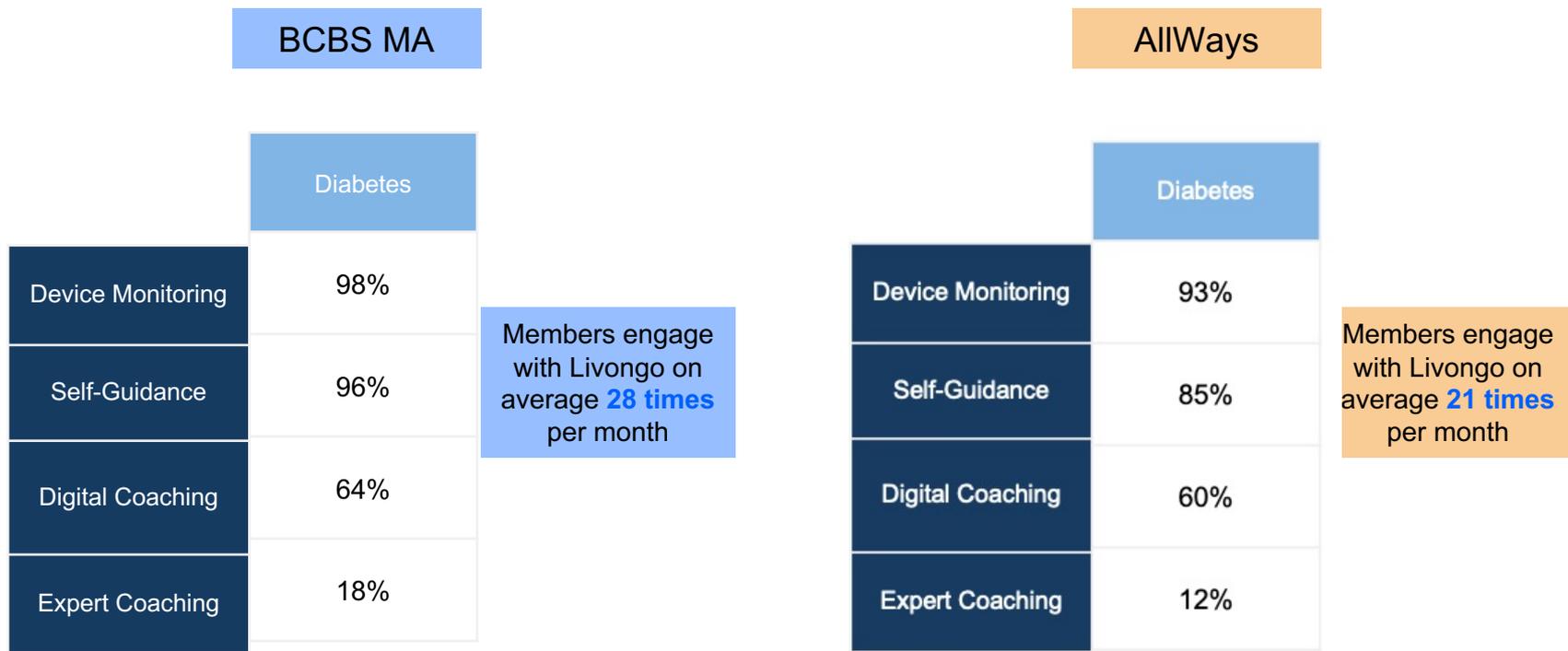
## AllWays

	Diabetes
Recruitable	417
Enrolled	74
<i>Enrollment %</i> <small>[Enrolled/Recruitable]</small>	18%
Activated	60
<i>Activation %</i> <small>[Activated/Enrolled]</small>	81%

**Enrollment:** Completed registration and eligible for Program

**Activation:** Used the device for a first blood glucose test

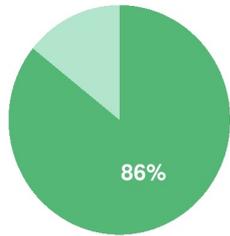
# Engagement by Program and Population – Last 90 Days



# Demographics Livongo Program

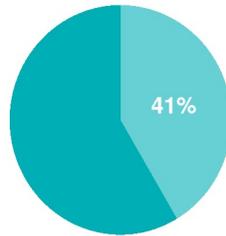
# Member Demographics - COBBCBS

## DIABETES



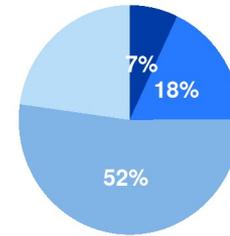
### Membership

- Self
- Spouse/Dep



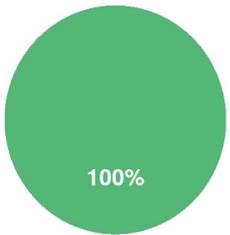
### Gender

- Male
- Female



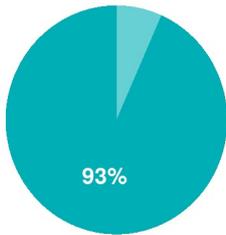
### Age

- 18-44
- 45-54
- 55-64
- 65+



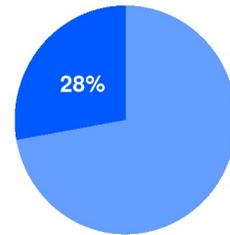
### Program(s) Enrolled

- DM Only
- DM +



### Diabetes Type

- Type 1
- Type 2

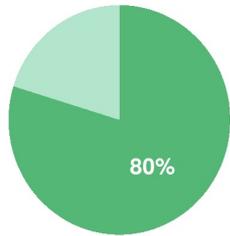


### Insulin

- Use Insulin
- No Insulin

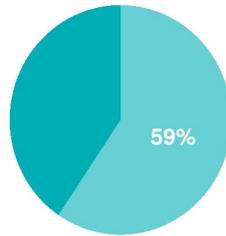
# Member Demographics - COBALLWAYS

## DIABETES



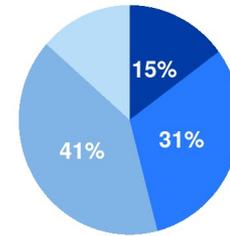
### Membership

- Self
- Spouse/Dep



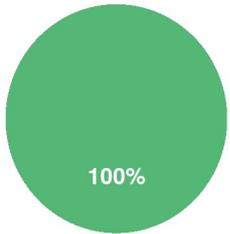
### Gender

- Male
- Female



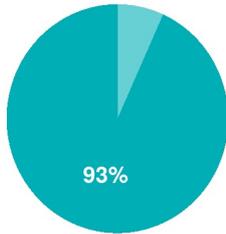
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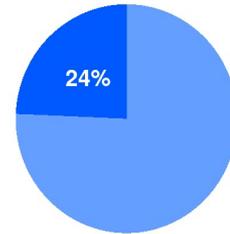
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- DM Only
- DM +



### Diabetes Type

- Type 1
- Type 2



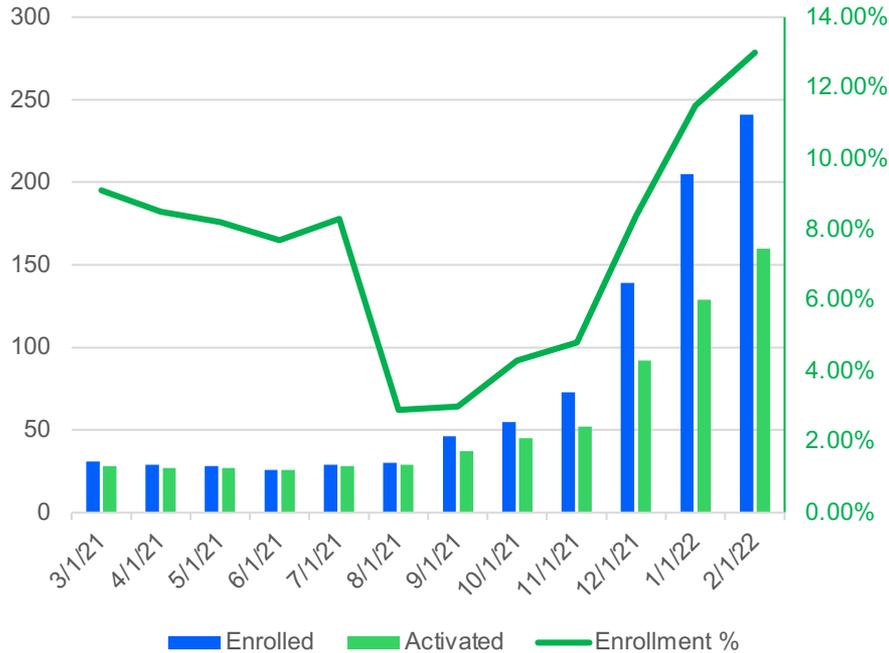
### Insulin

- Use Insulin
- No Insulin

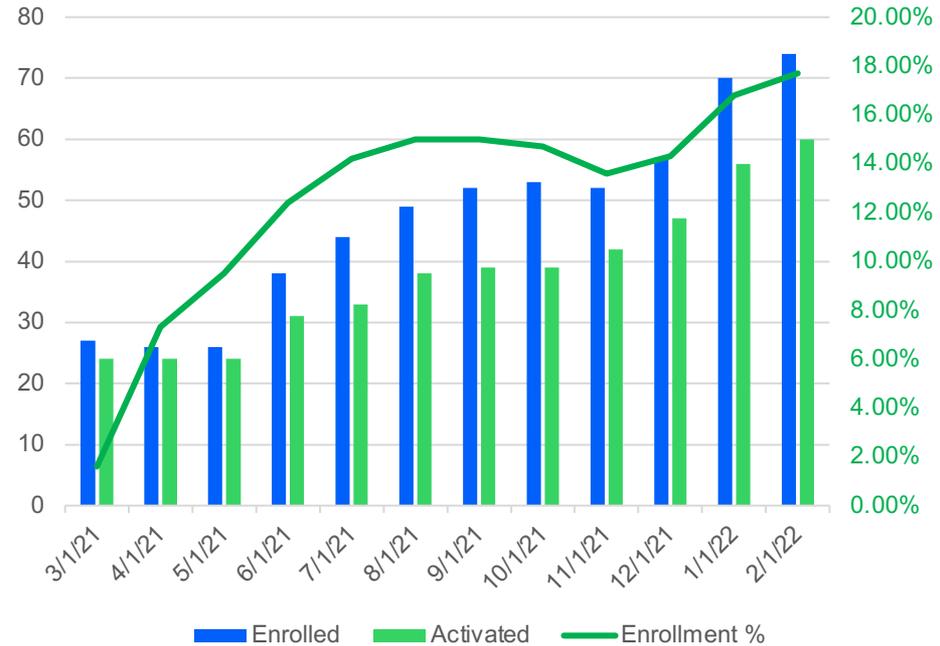
# Diabetes Management

# Enrollment and Activation Diabetes Dashboard

COBBCBS Enrollment and Activation



COBAI Ways Enrollment and Activation



Uncontrolled = HbA1c  $\geq 7$

COBBCBS Members who started uncontrolled have achieved a 1.29% decrease

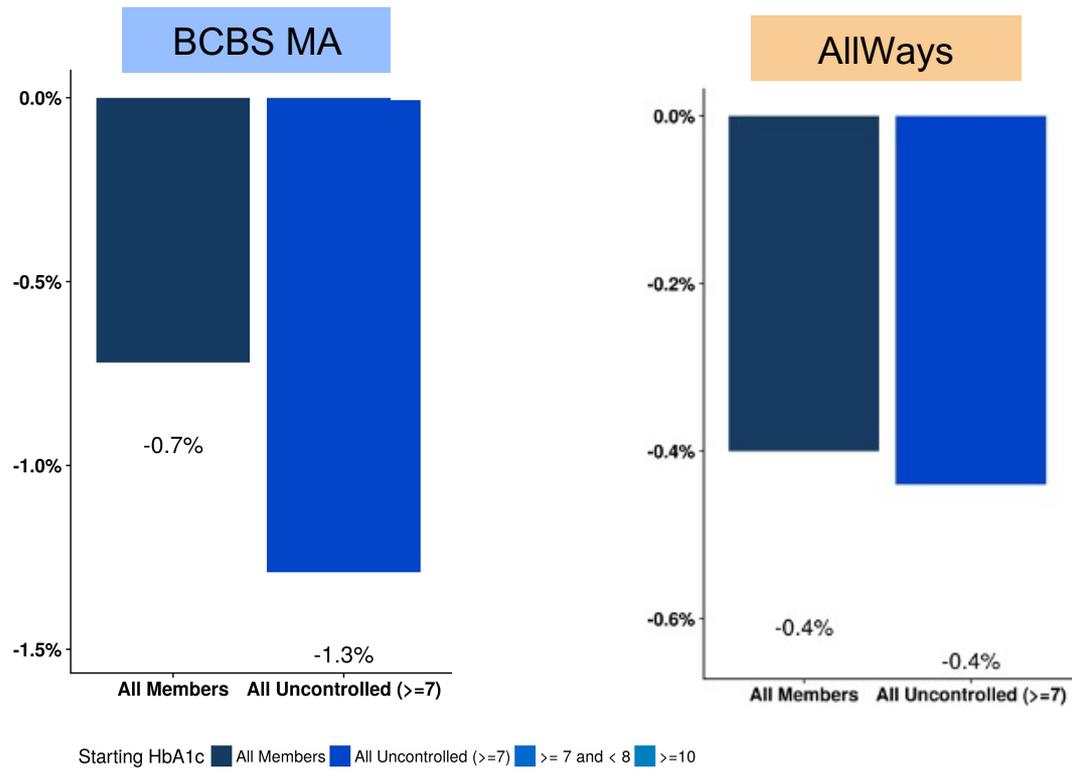
COBALLWAYS Members who started uncontrolled have achieved a 0.44% decrease

REduces Risks by

Every 1% reduction in HbA1c	Death from Diabetes	21%
	Heart Attacks	14%
	Peripheral Vascular Disease	43%

\*[BMJ.2000;321\(7258\):405-412](https://doi.org/10.1136/bmj.2000.321(7258):405-412)

# Clinical Outcomes: Diabetes



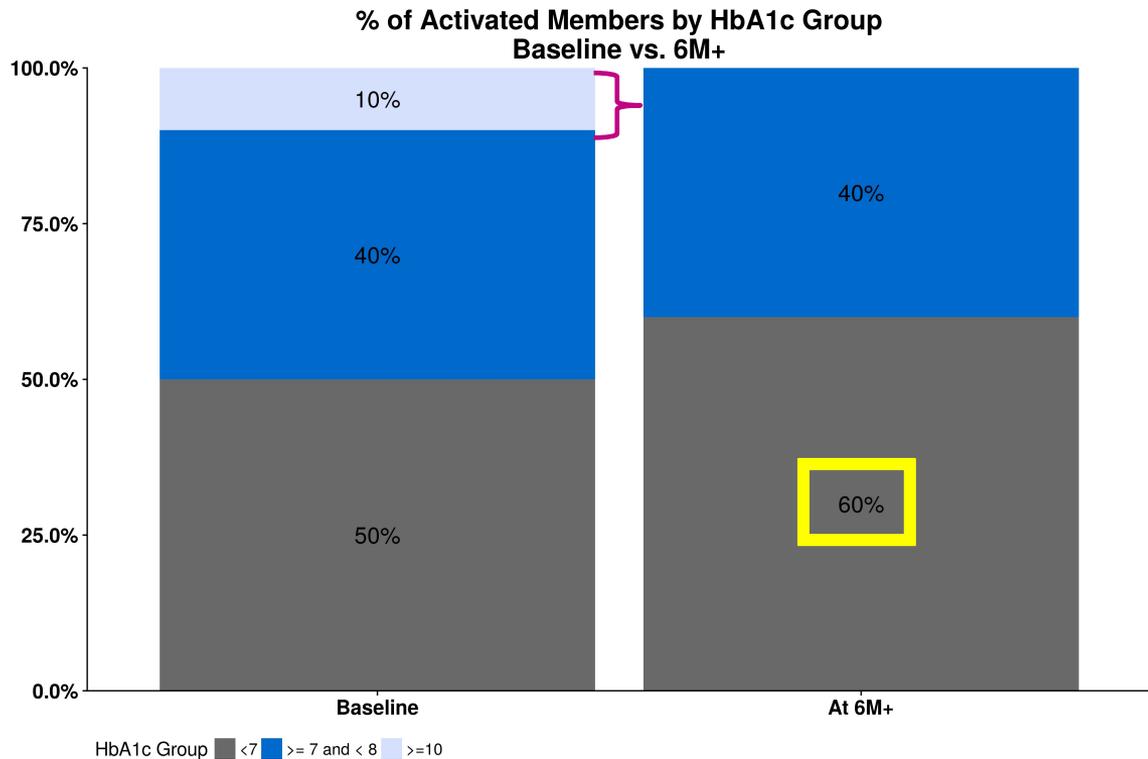
\* Asterisk indicates a cohort smaller than five members.

BCBS MA

The share of Members with controlled diabetes has **increased by 10%**.

The share of Members with HbA1c > 8 **decreased by 10%**.

# Clinical Outcomes: Diabetes Movement

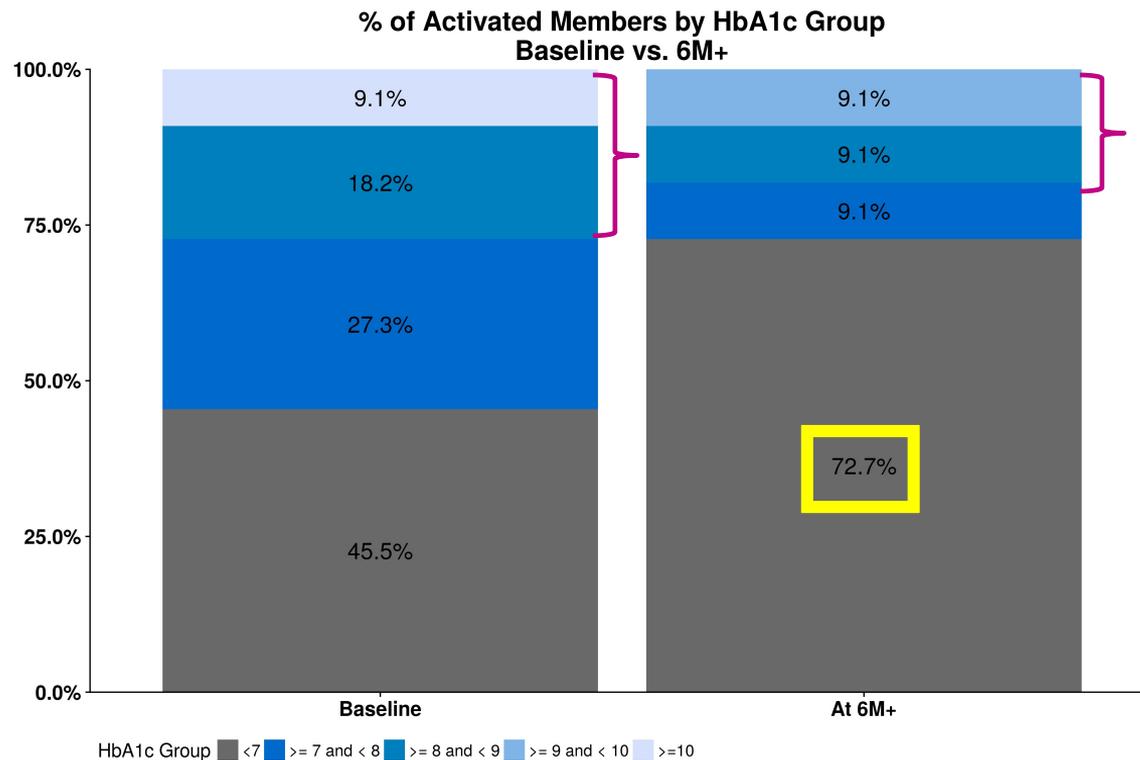


AllWays

The share of Members with controlled diabetes has **increased by 27.2%**.

The share of Members with HbA1c > 8 has **decreased by 9.1%**.

# Clinical Outcomes: Diabetes Movement



# Alerts

Alerts are triggered when a member records a blood glucose value that falls outside their self-defined target range. If the member has no self-defined range, a default low (50 mg/dL) or high (400 mg/dL) value will trigger the alert. Self-defined target ranges can be updated by a member at any time.

Once alert is triggered, several things happen:



Member immediately receives a digital coaching message on how to manage their low / high value



An expert coach calls or texts member to check-in and discuss how the member can better control their BG (depending on members' communication preferences)



Members' designated friends and family are notified by text / email (if member opts in)

# Alerts Details

BCBS MA

**174**

Number of Alerts  
(Last 90 days)

**26**

( **16% of Activated**)  
Number of Alerted  
Members (Last 90 days)

**6**

Average Alerts / Member  
(Last 90 days)

AllWays

**84**

Number of Alerts  
(Last 90 days)

**9**

( **15% of Activated**)  
Number of Alerted  
Members (Last 90 days)

**9**

Average Alerts / Member  
(Last 90 days)

# Conclusion and Feedback

# Feedback & Next Steps

## Feedback or Questions?

## Next Steps

- Livongo to attend May health fairs: May 3 & May 16th

# Jen Baker-Grogg

Senior Client Strategy Manager

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# Appendix

# Alerts Details – COBBCBS

## 174

Number of Alerts  
(Last 90 days)

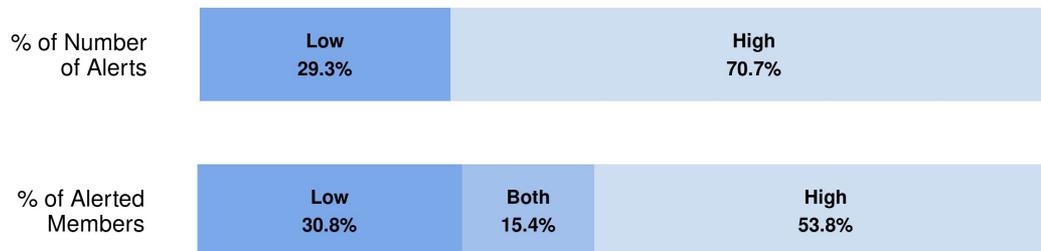
## 26

( 16% of Activated)  
Number of Alerted  
Members (Last 90 days)

## 6

Average Alerts / Member  
(Last 90 days)

## Alert Type Distribution (Last 90 Days)



## % of Activated Members Who Received Alerts Since Launch (by Month)



Low = Below self-defined lower limit or <50 mg/dL

High = Above self-defined upper limit or >=400 mg/dL

Both = Members who received low and high alerts

Note: Each member can fall in only one "Alerted Members" group

# Alerts Details - COBALLWAYS

## 84

Number of Alerts  
(Last 90 days)

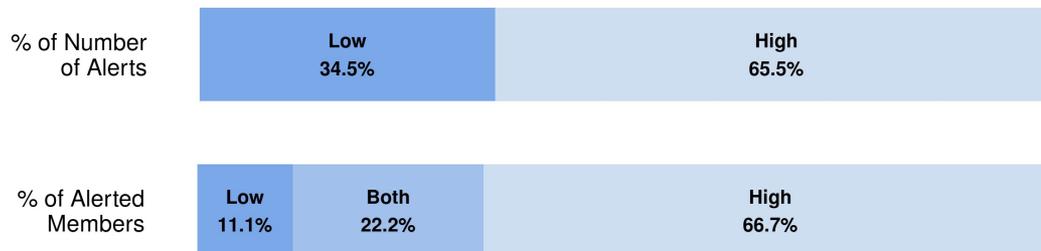
## 9

( 15% of Activated)  
Number of Alerted  
Members (Last 90 days)

## 9

Average Alerts / Member  
(Last 90 days)

## Alert Type Distribution (Last 90 Days)



## % of Activated Members Who Received Alerts Since Launch (by Month)



Low = Below self-defined lower limit or <50 mg/dL  
 High = Above self-defined upper limit or >=400 mg/dL  
 Both = Members who received low and high alerts  
 Note: Each member can fall in only one "Alerted Members" group

# Livongo Executive Summary for Diabetes

Data Thru: 2022-02  
Client Launch: 2020-08-01

## City of Boston - BCBS Massachusetts contract\_no\_5813

### Enrollment

13%

241 of 1,854

of Recruitable population currently enrolled in Livongo for Diabetes at end of month

### Activation

66%

160 of 241

of currently enrolled members

### Blood Glucose Checking

Client population blood glucose checking metrics last 3 months



1.39

checks per day



74%

in range



161

mg/dL



177

alerts

### Program Engagement

Percentage of Activated members using feature in the last 3 months



98%

blood glucose meter



40%

mobile app



68%

web portal



91%

member communications



19%

CDE encounters

### Client NPS

75

NPS of All Members' Most Recent Response

### Client Change in eHbA1c

-1.29

Change in eHbA1c from self-reported HbA1c values for members who started uncontrolled (HbA1c  $\geq 7\%$ ) and enrolled at least 6 months

# Livongo Executive Summary for Diabetes

Data Thru: 2022-02  
Client Launch: 2020-08-01

## City of Boston - Allways Health Partners contract\_no\_7646

### Enrollment

18%

74 of 417

of Recruitable population currently enrolled in Livongo for Diabetes at end of month

### Activation

81%

60 of 74

of currently enrolled members

### Blood Glucose Checking

Client population blood glucose checking metrics last 3 months



1.42

checks per day



67%

in range



160

mg/dL



92

alerts

### Program Engagement

Percentage of Activated members using feature in the last 3 months



93%

blood glucose meter



32%

mobile app



40%

web portal



80%

member communications



18%

CDE encounters

### Client NPS

71

NPS of All Members' Most Recent Response

### Client Change in eHbA1c

-0.44

Change in eHbA1c from self-reported HbA1c values for members who started uncontrolled (HbA1c  $\geq 7\%$ ) and enrolled at least 6 months