

Frequently Asked Questions

What is Hypertension Management?

The Hypertension Management 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.

Is this really no additional cost for me?

How can that be?

Yes! Hypertension Management is available at no cost to you. Even shipping is included! We can do this because Chemours 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 **Ready.Livongo.com/CHEMOURS/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 join by calling Member Support at **800-945-4355**.

When can I join?

More information on the program and how to register is coming 7/28/2023.

What happens after I join?

After you join, you will be shipped the Welcome Kit that includes the connected blood pressure monitor. The instructions included will walk you through getting set up and taking your first reading. You will be asked to also 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 Hypertension Management 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 **800-945-4355** 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 **800-945-4355** 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.

Can I cancel my membership?

Yes, you can cancel at any time for any reason. Just call Livongo at **800-945-4355** or email **membersupport@teladochealth.com**.

Is my information confidential?

Yes, our 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. Some are dietitians or registered nurses, others are behavioral psychologists or exercise physiologists.

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 what out-of-range readings a coach should contact you about by logging into your account at **My.Livongo.com** and visiting the "Support" tab on the left panel of your dashboard. You can opt out of communications by logging into your account and visiting "Notifications" in the drop-down menu located at the top right of the screen.

Visit Ready.Livongo.com/CHEMOURS/register 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 800-945-4355 o visite bienvenido.livongo.com/CHEMOURS.
The program is offered at no cost to employees and covered dependents with hypertension and coverage through the employees and their eligible dependents plan.