

CASE STUDY —

Livongo Improves Clinical Outcomes and Reduces Diabetes Costs at Jefferson Health - Northeast

Partnership reduced diabetes medical spend, ER visits, and hospital admission rates

BACKGROUND ON ARIA

Aria Health, now Jefferson Health – Northeast, is a large healthcare system in Northeast Philadelphia and Lower Bucks County which includes Jefferson Bucks Hospital, Jefferson Torresdale Hospital and Jefferson Frankford Hospital. Jefferson Health – Northeast has 4,025 employees, 855 beds and is now part of the Jefferson Health care network with offices throughout Pennsylvania and New Jersey.



WHY LIVONGO

To support employees and enable them to better manage their diabetes and reduce their healthcare costs, Jefferson Health - Northeast investigated a variety of diabetes management solutions. They opted to move forward with Livongo due to its innovative product, compelling clinical outcomes, and a quick and easy implementation process.

“ We were looking to get our diabetes costs under control. We were impressed by Livongo’s impact on cost savings and health outcomes.”

Robin Sheldon
Sr. Vice President, Jefferson Strategic Ventures,
Thomas Jefferson University and Jefferson Health

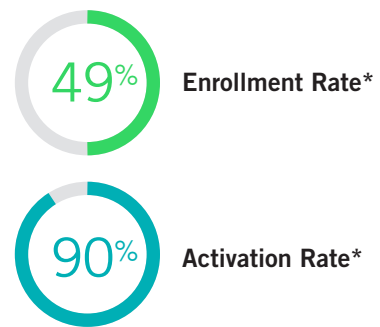
ENROLLMENT AND ACTIVATION STRATEGY

To ensure a successful launch, Livongo worked with Jefferson Health - Northeast to develop an enrollment outreach plan that integrated with Jefferson Health - Northeast's Diabetes Self-Management Program. The program aligned with Jefferson Health - Northeast's internal employee benefits plan with on-site support for employees to optimize results.

The Jefferson Health - Northeast program included consultations with registered nurses or dietitians to discuss diabetes management planning, an on-site exercise program, cafeteria benefits, and raffles for wearables.

Livongo also delivered a number of successful marketing campaigns at Jefferson Health - Northeast to drive enrollment and activation, as well as continued engagement in the program. These included newsletters, goal-setting campaigns, member engagement emails, and text-based education messages.

Jefferson Health - Northeast Enrollment Performance (2016-2018)



*Current Jefferson Health - Northeast enrollment and activation. There are 155 members enrolled out of 316 eligible members, and 139 members who are active in the program.

“ After implementing Livongo at Jefferson Health - Northeast, we found that medical spend for our people with diabetes had decreased at a higher rate than the general population. We’re focused on transforming and improving healthcare for the people we serve, and our partnership with Livongo reflects this.”

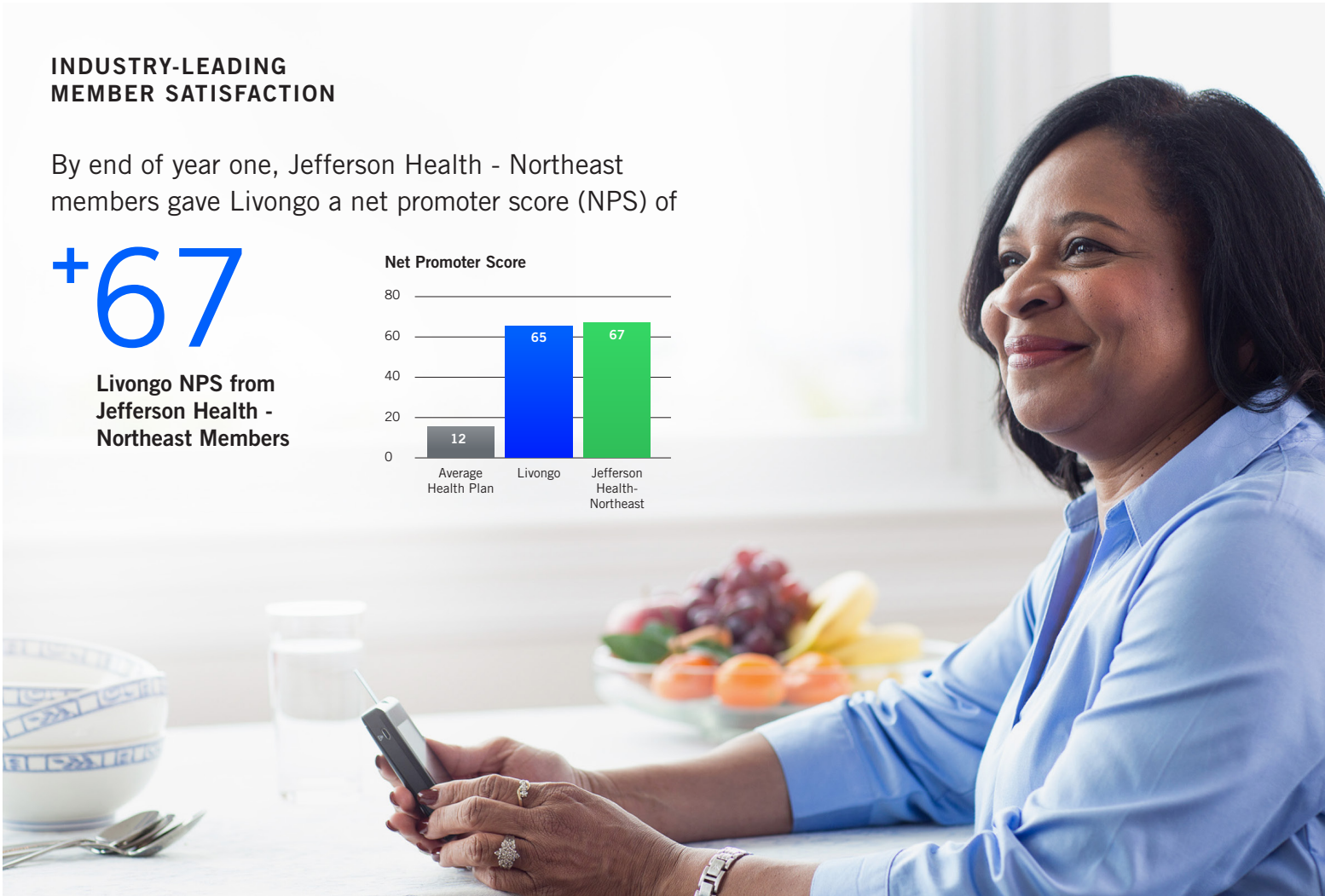
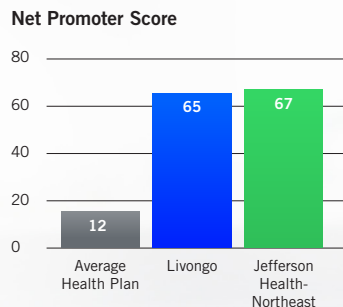
Scott Johnson
Business Development Manager, Jefferson Strategic Ventures,
Thomas Jefferson University and Jefferson Health

INDUSTRY-LEADING MEMBER SATISFACTION

By end of year one, Jefferson Health - Northeast members gave Livongo a net promoter score (NPS) of

+67

Livongo NPS from
Jefferson Health -
Northeast Members



“I was lucky enough to have the availability of Livongo through my health benefits, and it has been a great pleasure to use and keep track of my health. I wish I had this available to me years ago, but I am truly grateful I do now.”

Jeff Davidson
Livongo member,
Jefferson Health – Northeast

BETTER CLINICAL OUTCOMES

Increased usage and engagement with Livongo has resulted in a decrease in eHbA1c, as well as a reduction in the likelihood of an out-of-range blood glucose reading. Livongo made a positive impact on the eHbA1c values of Jefferson Health - Northeast employees.*

* This is based on 134 employees enrolled within the first year. Estimated HbA1c (eA1c) is calculated from remotely captured blood glucose values with $eA1c = (\text{mean BG} + 46.7) / 28.7$.

Key Findings:

▼ **25%**

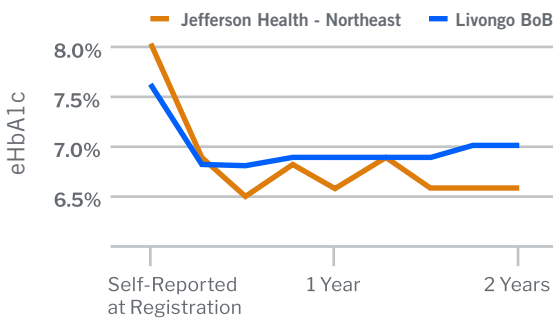
average monthly reduction of days with a hypoglycemic reading in year 1

▼ **1.4%**

reduced eHbA1c from the self-reported values at registration in year 1

Maintained a 1.4% eHbA1c reduction after 2.25 years of enrollment.

* Based on self-reported values at registration.



Sources for this case study include:

1. Livongo Business Review, 2016-2018
2. Livongo Member Satisfaction Survey, 2017
3. Jefferson Health Strategic Ventures data on Livongo program downstream benefits at Jefferson Health - Northeast

The testimonials, statements, and opinions presented are applicable to the individuals depicted. Each member's exact results and experience will be unique and individual to each member. The testimonials are voluntarily provided and are not paid.

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IMPROVED FINANCIAL OUTCOMES

In comparing their medical costs before and after implementing Livongo, Jefferson Health - Northeast saw a significant reduction in their overall medical spend through Livongo.*

Key Findings:

▼ **17%**

reduction in diabetes-related medical spend

▼ **11%**

reduction in all medical claims

▼ **21%**

reduction in ER visits

▼ **7.8%**

reduction in hospital admission rates

* Jefferson Health - Northeast determined cost savings by comparing medical costs prior to implementing Livongo in 2015 and after implementation in 2016. While the comparison study was not a controlled clinical trial, there was no other strategic attempt to control diabetes spend.

“The program works. We’re saving money, and people love it.”

Robin Sheldon

Sr. Vice President, Jefferson Strategic Ventures,
Thomas Jefferson University and Jefferson Health