

Frequently Asked Questions

[Is this really no cost for me? How can that be?](#)

Yes! It is completely free to you. We can do this because your employer, health plan, or health provider completely pays for the program on your behalf. Shipping is included too. You are not billed anything for joining Livongo.

[Who is eligible for Livongo?](#)

First, you must be diagnosed with type 1 or type 2 diabetes. Next, you must be eligible through your employer, health plan, or health provider. Spouses and dependents often qualify as well. [Chat with us](#) or call us at [\(800\) 945-4355](tel:8009454355) if you have questions regarding your case.

[Does unlimited strips really mean unlimited?](#)

Yes! No matter if you check once a week or once per hour, with Livongo, you receive all the strips you need at no cost to you.

[How do I reorder strips?](#)

You can reorder strips in four ways: 1) On your member website at my.livongo.com, 2) On your Livongo meter, 3) On the [Livongo mobile app](#), or 4) through calling member support anytime at [\(800\) 945-4355](tel:8009454355).

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[What happens after I enroll?](#)

After you enroll, you will be shipped the Livongo Welcome Kit that includes the Livongo meter and all the supplies you need to check your blood glucose. You will receive access to the Livongo member website, my.livongo.com, from where you can personalize the program and access your readings.

[Can I cancel my membership?](#)

Yes, you cancel at anytime for any reason. Just call Livongo at [\(800\) 945-4355](tel:8009454355) or email help@livongo.com.