

## Frequently Asked Questions for myStrength by Livongo

### Q: What is myStrength by Livongo?

A: myStrength by Livongo offers support for many types of physical and emotional challenges. Stress. Anxiety. Sleep. Depression. Mindfulness. Chronic pain. Substance use. Pregnancy and early parenting. And more. You get a customized program, and can choose what to focus on. You can learn from hundreds of quick activities. Fill up on inspiration. Track your mood, sleep, stress, and goals. It's all accessible 24 hours a day, seven days a week through an online account and mobile app. It's private, safe, and secure — just for you.

### Q: Is this really free? How can that be?

A: Yes! As long as you're eligible through your health plan, myStrength by Livongo is available at no cost to you.

### Q: Do I have to download the mobile app?

A: No. You can access myStrength through your private online account or the mobile app. Downloading the mobile app helps you get the most out of the program. You get easy access to activities, resources, and more — whenever you need them.

### Q: Will my information be safe?

A: Yes. We take your privacy seriously. Your protected health information is protected through federal and state laws, including the Health Insurance Portability and Accountability Act.

### Q: Can I cancel my membership?

A: Yes. You can cancel at any time, for any reason. Just call Livongo at 1-800-945-4355 or email [membersupport@livongo.com](mailto:membersupport@livongo.com).

### Q: How do I enroll?

A: It's easy, and takes only a few minutes! Visit [strength.livongo.com/BLUECROSSMI-START/register](https://strength.livongo.com/BLUECROSSMI-START/register) and use registration code **BLUECROSSMI-START**. Answer a few easy questions about you and your health to register. You may also enroll by calling Livongo Member Support at (800) 945-4355.

Visit [strength.livongo.com/BLUECROSSMI-START/register](https://strength.livongo.com/BLUECROSSMI-START/register) to get started! Use registration code: **BLUECROSSMI-START**

We take your privacy seriously. Your identifiable health information are protected through federal and state laws, including Health Insurance Portability and Accountability Act, and will not be shared with any third party in a manner that violates federal or state law.

Livongo Health Inc. is an independent company contracted by Blue Cross Blue Shield of Michigan to provide behavioral health services to BCBSM members.