



BlueCross BlueShield of New Mexico



Livongo® for Hypertension

Coaching Services for Wellbeing Management

Large Group Fully Insured Members

As part of our Wellbeing Management package, Blue Cross and Blue Shield of New Mexico (BCBSNM) is providing coaching for hypertension through Livongo, at no extra cost to members.

Hypertension Management Solution

Livongo for Hypertension combines personalized health insights with clinical expertise to modify behavior and drive change. Members are motivated every step of the way, so they can reach their blood pressure goals and live healthier lives through:

- Individualized, live 1:1 coaching, as needed.
- 24/7 coaching on nutrition and weight, stress and blood pressure management
- A cellular-connected monitor that enables uploading blood pressure measurements directly to the Livongo cloud platform, without needing to connect to a Wi-Fi network
- Notifications for high blood pressure readings and reminders to check blood pressure
- Tools and resources to help monitor blood pressure, better manage nutrition and understand blood pressure reading trends
- A mobile app to easily track progress and receive personalized coaching, weight management advice and alerts and daily reminders to check blood pressure

To support the program, Livongo will receive a weekly file of eligible members. BCBSNM screens prior claims to identify members with diabetes and/or hypertension and provides only those members to Livongo. Members without prior claims can self-identify as having a covered condition when they enroll in the Livongo program and will be subsequently included in eligibility files.



Livongo is an independent company that provides chronic condition management solutions for Blue Cross and Blue Shield of New Mexico. Livongo is solely responsible for the products and services that it provides. BCBSNM makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

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