**Frequently Asked Questions**

**1. What is LivingConnected® intended to do?**

LivingConnected is an application offering customized programs for individuals, age 18 or older, based on the selection(s) of one or more health condition(s): prediabetes, diabetes, heart failure, high blood pressure, and/or sleep apnea. Additional programs, such as, mental well-being and/or weight management, may also be available for use. Please see the user guide for more information.

Below is the diabetes description:

Intended use

LivingConnected® powered by CCS Health (“LivingConnected”) includes

LivingConnected Diabetes and LivingConnected Diabetes Rx, which is a Software as a Medical Device (SaMD) intended to be used by healthcare providers (HCPs) and their patients – aged 18 years and older – who have type 1 or type 2 diabetes. LivingConnected Diabetes and LivingConnected Diabetes Rx are intended to assist patients in managing their diabetes with guidance from their providers. LivingConnected Diabetes Rx requires a prescription.

Indication for use

LivingConnected® combines the FDA cleared medical device functionality of LivingConnected Diabetes and LivingConnected Diabetes Rx with other non-FDA cleared wellness and educational/self-management products.

LivingConnected Diabetes is indicated for use by healthcare providers (HCPs) and their patients – aged 18 years and older - who have type 1 or type 2 diabetes. LivingConnected Diabetes is intended to provide secure capture, storage, and transmission of glucose data as well as information to aid in diabetes selfmanagement. LivingConnected Diabetes analyzes and reports glucose test results and supports medication adherence. In addition, LivingConnected Diabetes provides coaching messages (motivational, behavioral, and educational) based on real-time glucose values and trends. It includes software intended for use on mobile phones or personal computers in the home or in professional healthcare settings. The software also allows for entry of other diabetes-related healthcare information and provides educational information.

LivingConnected Diabetes Rx adds the following prescription use only insulin management feature:

• For bolus insulin users with type 1 or type 2 diabetes, LivingConnected Diabetes Rx includes an insulin dose calculator\* to allow patients to use their prescribed regimen to calculate a dose of bolus insulin for a given amount of carbohydrates and/or glucose value.

LivingConnected Diabetes and LivingConnected Diabetes Rx are not intended to replace the care provided by a licensed healthcare professional, including prescriptions, diagnosis, or treatment.

CCS has SAML integration, This was implemented by Bharat. The POC of this work is done by Sandipan and Babitha. It was handed over to Bharat. He took the base customized it for CCS.

*\*Insulin Dose Calculator may also be referred to as Insulin Calculator*

1. **What functions are available from the LivingConnected portal?**

The LivingConnected portal, a web-based management portal, is the health care teamfacing component of LivingConnected. The primary functions of the LivingConnected portal include the following:

* + Access Health Report
  + Review patient Logbook data, Medication List, and Health Information
  + Communicate with the patients via Message Center, emails and/or 2-way chat

For full instructions on use of the LivingConnected portal, view the User Guide in the **Help Center**.

1. **What patient data can I view?**

* + Blood glucose, medications, food, activity, sleep, and blood pressure data
  + Blood glucose and insulin summary graphs
  + Use of insulin calculator (if authorized), and/or connected blood glucose meter

1. **How can I filter the patient list?**

Within the management portal, the patient list can be filtered to monitor for engagement and/or outcomes. This may allow for identification of patients who may need outreach from the health care team.

From the Patient List screen, select **Filters** and then select the applicable filters to **Apply Filters**. The resulting list will display patients who meet the filter criteria.

1. **What is the Health Report and how can I access it?**

The Health Report provides a summary of patient data, clinical decision support, logbook, and/or food diary. It can be accessed from the management portal or it can be sent by your patients from LivingConnected.

From the management portal, click the **Health Report** icon from the patient list or the icon or tab within the patient’s record. The Health Report will open in a new window.

IMPORTANT: The Health Report is intended to supplement, not replace, medical expertise, research, judgment, or diabetes treatment provided by the health care providers. The report provides information that can be used to identify trends to help inform health care providers’ treatment decisions. Decisions regarding diagnoses or treatment of patients will be made solely by the health care providers.

1. **What is the Insulin Calculator for bolus insulin?**

The Insulin Calculator for bolus insulin is for prescription use only. The Insulin Calculator helps determine bolus insulin doses based on the prescribed regimen.

Authorization by a prescribing health care provider is required via a fax request.

1. **Who is eligible for the Insulin Calculator for bolus insulin?**

To be eligible for the Insulin Calculator (Prescription only), patients must use a qualifying bolus insulin and insulin dosing regimen. Please refer to Appendix A

(Prescription only) in the User Guide under **Help Center** for detailed information about the Insulin Calculator.

1. **How do I authorize the Insulin Calculator for bolus insulin?**

If your patient would like to use the Insulin Calculator (Prescription only), a Prescription Request Form can be sent from LivingConnected to the provider containing the dosing information the patient entered into LivingConnected.

***Note:*** *Only prescribing health care providers can authorize the Insulin Calculator. Please refer to Appendix A (Prescription only) in the User Guide under* ***Help Center*** *for detailed information about the Insulin Calculator.*

1. **How do I revoke Insulin Calculator authorization?**

The Insulin Calculator (Prescription only) authorization is valid for 365 days after authorization. To remove access sooner, please call the LivingConnected portal Customer Care at 1-888-608-0583, Monday – Friday, 8 AM – 7 PM (EST).

1. **Where can I find the User Guide?**

To locate the User Guide, select **Help Center** on the home screen.

1. **I forgot my password. How can I reset it?**

You need to walk into Welldoc office to get the new password.

1. **I forgot my username. How can I reset it?**

From the LivingConnected portal home screen, select **Forgot Username**. Choose how you want to get your username:

* + - Email
    - Text message (only available if your mobile phone number has been entered in the LivingConnected portal for purposes of authenticating your account)

a. Check your mobile device for your temporary password.

1. **Which browsers are compatible with the LivingConnected Management Portal?**

To ensure security, it is recommended that desktop users keep their browser up-to-date and have anti-virus installed. Supported browser versions include:

The default/preferred browser that will be supported for the management portal is Google Chrome™, Mozilla Firefox®, Microsoft Edge®, and Internet Explorer.

Devices that do not meet the above criteria are not compatible with the LivingConnected portal.

1. **How do I know when the LivingConnected management portal has been updated?**

You can find the latest information about the LivingConnected portal by looking at the software version number in the **Help Center**.