

Convenient and Personalized Weight-loss Support

We're committed to helping you take control of chronic health conditions like prediabetes, high blood pressure, and high cholesterol. That's why we offer StepIn, a no-cost,* virtual weight management program designed to help you build long-lasting, healthy habits that can improve your overall wellness.



A Healthy Solution Built for You

StepIn combines one-on-one coaching with the tracking tools, clinical insights, and expert support you need to develop a healthier lifestyle. StepIn is available to you through Livongo®, an independent health management company, and offered by Blue Cross Blue Shield of Massachusetts in partnership with Express Scripts®, an independent company that administers your pharmacy benefits.

Weight-loss Tools That Fit Your Lifestyle

The StepIn program supports every aspect of your weight management journey.



Weight-loss Tracking

When you join StepIn, you'll receive a no-cost smart scale that syncs to the Livongo app. You can log your food and activities, view your weight-loss patterns, and more.



Personalized Programming

You'll work with a StepIn coach to develop and implement a customized healthy action plan. Create weight-loss goals that are tailored to your individual habits, motivations, and lifestyle.



Wellness Support

StepIn offers access to unlimited one-on-one virtual coaching sessions and a peer support group. Plus, get guidance from clinicians who can answer your questions about nutrition, exercise, managing medications, and more.



Guided Mini-challenges

Join guided mini-challenges on the Livongo app that can help you work toward your wellness goals to build a healthier life.



If You're Eligible for StepIn**

- 1 Express Scripts will send you a letter or email with more information about how to get started
- 2 After you enroll, you'll receive a smart scale in the mail that syncs to the Livongo app
- 3 You can use the Livongo app to schedule coaching sessions, track your activities, and more

StepIn Success Stories

84%

of StepIn participants lost weight.¹

49%

of StepIn participants lost at least five percent of their body weight,² which can reduce their risk of developing type 2 diabetes.³

80%

of participants who lost at least five percent of their body weight within six months, maintained this weight loss after 12 months.⁴

1,2,4. Livongo, Internal Research Study — December 2018 data.

3. Type 2 diabetes reference from Maruthur NM, et al. Early Response to Preventive Strategies in the Diabetes Prevention Program. J Gen Intern Med. 2013;28:1629-3

*For eligible Blue Cross members on Fully Insured accounts and on ASC accounts who have elected the Diabetes Care Value program along with StepIn.

**Express Scripts will identify eligible members through pharmacy claims based on certain criteria.

Questions?

To learn more about StepIn, visit stepin.livongo.com.

Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call Member Service at the number on your ID card (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: 711).

ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: 711).



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