

Remote Glucose Monitoring with the KP Health Ally App

Kaiser Permanente is excited to enroll you in a great program called Remote Glucose Monitoring program with the KP Health Ally app. This App allows you to monitor your blood glucose (sugar) at home to help you with diabetes control.

You will Need:

1. OneTouch Verio Flex Glucometer

- If you do not have a glucometer, it has been ordered for you and you may pick it up at your preferred Kaiser Permanente pharmacy.



2. KP Health Ally Mobile App.

- Download the free KP Health Ally mobile app by visiting your phone's app store or scan the appropriate QR code below.
- If you need to re-set your phone's app store password, [click here](#).



3. KP.org Account

- If you need to create a kp.org account, click "Register" on the sign-in page of the KP Health Ally app.
- If you need to re-set your kp.org account username or password, [click here](#).



Need help resetting your kp.org account username or password OR your phone app store password? [Click here for instructions.](#)

Enroll in the Program

1. **Log into** the KP Health Ally app using your kp.org username and password.
2. **Enroll in the KP Health Ally App** following the prompts displayed in the app. [Click here for detailed instructions.](#)
3. **Pair Your Device:** Ensure Bluetooth is turned on in your phone settings and follow the prompts displayed in KP Health Ally to successfully pair your glucometer. [Click here for detailed instructions.](#)
4. **Success!** KP Health Ally will acknowledge when your glucometer is ready to test your blood sugar with your meter.

Instruction Videos

- ✓ Need help setting up and navigating the features of the KP Health Ally App? View the [KP Healthy Ally App Instruction Video](#).
- ✓ Need help learning how to use your glucometer? View the [One Touch Verio Flex Meter Video](#).

Customer Support Phone Numbers

- ✓ Need technical support enrolling in the KP Remote Glucose Monitoring Program or pairing your glucometer with the KP Health Ally App?
Call KP Telehealth Support at **1-833-240-6595** available Monday to Friday, 5:00 a.m. to 7:00 p.m.
- ✓ Need technical support with your glucometer?
Call OneTouch Verio Flex Customer Support at **1-888-567-3003**.
- ✓ Need additional help from the Health Education Department?
Call **1-415-833-3450**. Available Monday to Friday, 9:00 a.m. to 5:00 p.m.

Your care team will have access to your most current blood glucose readings so they can provide you with care to prevent diabetes complications.

The data is not continuously monitored so if you experience Hyperglycemia (blood sugar is too high) or Hypoglycemia (blood sugar is too low) please notify:

- Your doctor or PHASE care manager at **1-415-833-0142** during business hours (Monday through Friday, 9am- 5pm).
- Call the KP Advice Line **1-833-574-2273** if the event happens outside of regular business hours or if you don't not have a diabetes care manager.