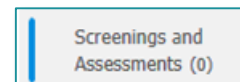


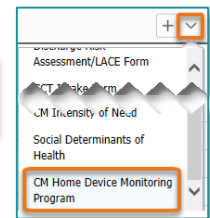
When a Northern Light Health Plan member enrolls or disenrolls in Livongo Diabetes Monitoring program, AMB Care Managers will document enrollment status in iView, creating a SmartZone alert.

Documenting Enrollment or Unenrollment

STEP 1: Navigate to the **Screenings and Assessments** component of the **Active Case** MPage.

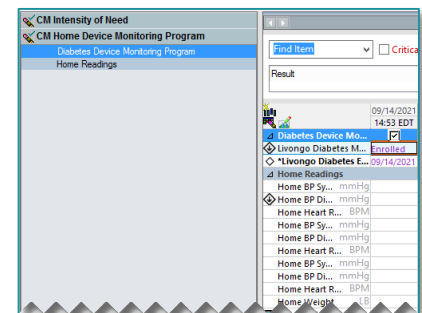


STEP 2: In the Screenings and Assessments dropdown, click **CM Home Device Monitoring Program** to navigate to iView.



STEP 3: Document **Enrolled** or **Unenrolled**, along with the corresponding **date**.

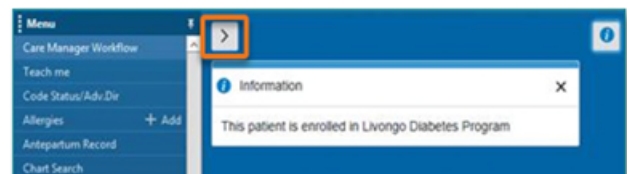
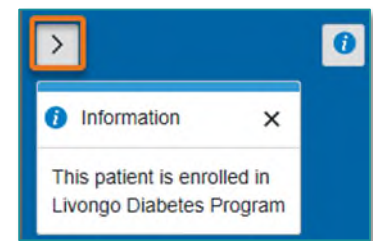
NOTE: As needed, AMB Care Managers may document in the **Home Readings** section in the **CM Home Device Monitoring Program** band.



Addressing SmartZone Alert

After documenting enrollment, a SmartZone alert will populate when AMB Care Managers enter the patient's chart.

- SmartZone alerts display when entering and refreshing the view in a patient's chart.
- The SmartZone alert will populate to the right-hand side of the patient's chart.
 - Depending on the user's workspace view, the notification window may be expanded or collapsed.
 - Review how to change the workspace view [here](#).



NOTE: Selecting the "X" on the alert will permanently dismiss the SmartZone alert for the user. In some instances, the SmartZone alert window will open to an extended width, like the screenshot below, causing the minimization icon to be less obvious. Hide the SmartZone alert by clicking the Hide Arrow button to collapse the notification window.

For questions regarding process and/or policies, please contact your unit's Clinical Educator. For questions regarding workflow, please [place a ticket](#) to Health Informatics. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.