

When a Northern Light Health Plan member enrolls or disenrolls in Livongo Diabetes Monitoring program, Beacon 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 drop down, click CM Home Device Monitoring Program to navigate to iView.

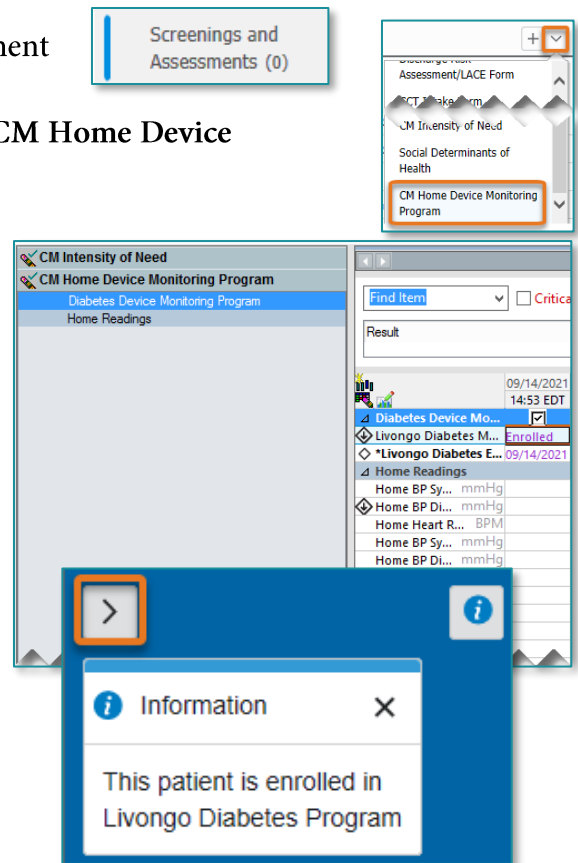
**STEP 3:** Document Enrolled or Unenrolled, along with the corresponding date.

**NOTE:** As needed, Beacon 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 Beacon Care Managers enter the patient's chart.

- SmartZone alerts display when entering and refreshing your 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.

