

Supporting Patients Beyond Their CGM



Manufacturer Support

Each CGM manufacturer provides support for setup, troubleshooting, and device-related questions. Refer patients to the manufacturer's support line or website.

Dexcom Customer Support

- **General Customer Service:** 1-888-738-3646 (Monday–Friday, 6 AM–5 PM PST)
- **Technical Support (24/7):** 1-844-607-8398
- **Product Support Request:** www.dexcom.custhelp.com

FreeStyle Libre Customer Support

- **Customer Care Team:** 1-855-632-8658 (7 days a week, 8 AM–8 PM ET)
- **Sensor Support Request:** www.freestyle.abbott/us-en/support/contact-us.html

Edgepark, ADS and US MED Customer Support

We offer customer support, ensuring that patients receive continuous assistance with their CGM device.

- **ADS Customer Care Team:** 1-866-422-4866
- **US MED Customer Care Team:** 1-877-840-8218
- **Edgepark Customer Care Team:** 1-866-400-5183

Better Service, Better Care for Your Patients. Become a Prescriber Partner Today.

Visit www.hcp.advanceddiabetes.com