



## Frequently Asked Questions About HealthFlex Health Coaching

### Q. What is the difference between the HealthFlex Healthy Lifestyles coaching program and the HealthFlex Optimal Health condition management program?

A. The Healthy Lifestyles program is designed to help reduce participants' risk for developing future chronic conditions by changing unhealthy behaviors. Many of these participants do not currently have a disease or condition, but may have a high risk for developing heart disease, diabetes, depression or chronic pain due to their lifestyles. The Healthy Lifestyles program addresses the following risks:

- Weight management
- Chronic low back pain
- Stress
- Poor nutrition
- Inactivity
- High cholesterol
- Tobacco use
- Alcohol abuse

The Optimal Health program is designed to help participants manage their chronic conditions. Registered nurses (coaches) help participants to understand medications and other treatments recommended by their physicians and identify lifestyle changes—such as incorporating healthy eating, activity or managing weight—that may help them better control their conditions. The goal of this program is to prevent health complications, including frequent hospitalizations or worsening of the conditions. The Optimal Health program addresses the following conditions:

- Diabetes
- Heart disease
- Heart failure
- Asthma
- Arthritis
- Inflammatory or Irritable Bowel Syndrome
- Chronic Obstructive Pulmonary Disease
- GERD
- Atrial Fibrillation
- Fibromyalgia
- Hepatitis C
- Osteoporosis

### Q. Why would Healthways call me for health coaching?

A. Health coaching services are provided to HealthFlex participants who would benefit from them. Healthways confidentially receives information from WebMD based on HealthQuotient™ (HQ) responses. If your answers indicate that you have one or more risks or conditions that can benefit from coaching, you may receive a call. Medical and pharmacy claims information also is passed confidentially from BlueCross BlueShield, UnitedHealthcare and Medco. Information from the HQ, and about health coaching or pharmacy claims is never shared with your employer or health plan sponsor.

### Q. Does my employer or plan sponsor know that I am working with a health coach?

A. No. The team at Healthways takes confidentiality very seriously for two reasons. First, it is against the law to disclose personal health information with an individual's employer or plan sponsor without his or her permission. Additionally, the health care providers at Healthways want to build a trusting relationship with you so they can help you achieve your goals. They recognize that protecting your privacy is an important part of building a trusting relationship.

**Q. Why do I need a health coach or nurse coach? I have a doctor with whom I am perfectly satisfied.**

- A.** Medical information can be very complex, even for individuals who specialize in health care. Sometimes office visits with doctors are not long enough or frequent enough for doctors to fully explain risks or conditions or answer all of the questions you might have. Your health coach or nurse coach does not replace your doctor; however, he or she can help you understand doctor's recommendations and help you prepare questions or topics to discuss with your doctor on your next visit. Additionally, members of your health team can include both Healthy Lifestyles health coaches and Optimal Health condition management coaches, who collaborate to provide you with the best information to help you improve your health.

**Q. What makes my coach qualified to help me with my risks or conditions?**

- A.** The HealthFlex Healthy Lifestyles coaching program is staffed by professionals skilled in helping individuals adopt healthy behaviors. The coaches are health care professionals—such as dietitians, exercise physiologists and psychologists—specializing in behavior change. Ask your coach about his or her clinical background at the beginning of your coaching experience.

The HealthFlex Optimal Health program is staffed by experienced, registered nurses. These nurses are experts in chronic conditions, and have a special interest in prevention—specifically complications from chronic conditions.

