

# FREQUENTLY ASKED QUESTIONS

## What is a lifestyle health coaching program?

You'll be paired with your own personal health coach, who will work with you through confidential, over-the-phone sessions to give support, encouragement and expert guidance to help you make and sustain healthy lifestyle changes.

You can choose to focus on any combination of these lifestyle areas (and several others, if needed):

- Eating habits
- Being more physically active
- Coping with stress
- Losing weight or avoiding weight gain
- Sleeping better
- Giving up tobacco
- Preventing or managing high blood pressure and high cholesterol
- Preventing and managing pre-diabetes and diabetes
- Getting preventive exams and immunization that are appropriate for you
- Taking medications as directed and following other aspects of your treatment plan

You'll begin with the lifestyle changes that are important to you at this time. You'll define your wellness vision - the health and lifestyle you desire for the future. Our coaches listen to your needs, preferences and circumstances and help you develop a plan that is individualized for you - to get you where you want to be.

## How much time is required to participate?

We've designed our coaching program to be as time efficient as possible. Except for the first session, which requires approximately 30 minutes, all other sessions are approximately 15 minutes. Over the course of the year, up to 18 telephone appointments are scheduled at times that

are convenient for you. Of course, to get the most from the program, you'll need to spend some time reviewing materials prior to and after your coaching sessions. Mostly, you'll be putting what you learn into action in your daily life, which should help you achieve a sense of balance and feel in control of your life.

## What are the qualifications of the coaches?

Our lifestyle health coaches are health professionals who come from various disciplines including nutrition and dietetics, exercise science, public health and health education, nursing and health psychology. All coaches have a four-year college degree in a health-related field as a minimum requirement and many have advanced degrees. Each is an experienced coach who truly cares about the welfare of our participants. You'll love working with our dedicated health coaches.

## How is my personal physician involved in this program?

We can inform your physician when you enroll in the program and he or she will have an opportunity to stay involved in the following ways as long as you participate:

- Provide current biometric measurements for your initial assessment
- Review your initial assessment report and goals and action plan and make changes, if needed
- Provide clearance for you to exercise, if needed
- Review your medications and make changes, if needed
- Order any additional tests that may be indicated
- Know the number of appointments you have completed and the topics you have covered with your coach
- Review your follow-up reports and revised goals/action plan and make

changes, if needed

Of course, your physician remains in control of your treatment and you should always follow your physician's advice.

## Will my health plan cover the cost of the program?

Probably not. However, our program is affordable by most people. Several pricing options are available. Our most effective program includes 18 sessions over the course of a year and costs less than \$40 per month. The cost of each individual session is about the same as a co-payment for a doctor visit or prescription medication on many health plans. Also, think about cost vs. value. The average daily cost of the program is about the same as the cost of a can of soda or cup of coffee. When asked about the value of good health - most people say "priceless!" What do you say? If you value your health, aren't you worth the cost of a program that is likely to make it better? Consider participation in this program as an investment that will pay dividends beginning immediately and continue to pay into the future. Better health for life.

## What is a self-help lifestyle management program?

These programs are designed especially for people who are ready to make lifestyle changes and have the commitment, discipline and support to manage their own program. You access your program via the Internet and work at your own pace. Our self-help programs use the same high quality materials and tools as our coach-assisted program. These programs focus on a single topic - exercise, nutrition, weight management, stress management, tobacco cessation - and typically require about 12 weeks to complete.

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