FREQUENTLY ASKED QUESTIONS
Health Coaching

OVERVIEW
What is a health coach?
Health coaches are credentialed healthcare professionals (including nurses, registered dietitians, social workers, licensed counselors, health educators and exercise physiologists) who tutor members on evidence-based areas of wellness such as physical activity, nutrition, stress management, weight management, tobacco cessation and sleep. A health coach also may be able to help you lower your cholesterol, blood pressure, and/or blood sugar. You can read more about our team on our website at www.providencehealthplan.com/healthcoach.

Who is eligible to health coaching?
Health coaching is available Providence health plan members, including covered spouses and dependents over the age of 18.

How much does health coaching cost?
Health coaching is a free benefit to eligible Providence health plan members.

How can coaching benefit me?
A health coach is trained to help you to set goals, stay motivated, and navigate challenges. A coach can work with you and your doctor to develop a healthy lifestyle plan.

What areas am I able to be coached on?
- Weight Management
- Exercise
- Nutrition
- Stress Management
- Sleep
- Tobacco Cessation
- Diabetes Prevention
- Care Navigation to Health Plan Resources
- Additional topic areas may include managing hypertension, high cholesterol and high triglycerides.

What is the time commitment?
You should allow one-hour for your first coaching session. Follow-up coaching sessions are scheduled for 30 minutes.

I'm interested in joining the health coaching program. How do I get started?
Contact us at:
- Telephone: 503-574-6000 or 888-819-8999
- Email: healthcoaching@providence.org
- Website: www.ProvidenceHealthPlan.com/healthcoach
HEALTH COACHING FORMATS

How do I communicate with my health coach?
Health coaching is available over the phone or online through our secure wellness hub, Wellness Central.

What do I need to do to sign up for online coaching?
During the first phone call, the coach will discuss with you whether e-mail coaching is an appropriate option for your needs. You should feel comfortable with technology and create an account to access secure messaging. You can do this by visiting www.myProvidence.org.

Do you offer in-person coaching?
Although we would love to offer in-person coaching, at this time our coaching staff works solely over the phone or online. If you are looking for in-person support, your plan may cover visits to see a registered dietitian. Customer Service can help you to understand your wellness benefits and direct you to in-network providers. Customer Service can be reached at 503-574-7500.

HEALTH COACHING SESSIONS
What’s included in health coaching?
- Health and wellness tools such as books, pamphlets, and goal setting guides
- 12 telephonic or online sessions
  - You set the frequency of how often you would like to be contacted
  - Telephonic sessions usually last 30 minutes
- Online sessions occur through secure messaging on myProvidence

How should I prepare for a coaching session?
During the first coaching session, your coach will ask you questions to get to know you and learn about your current lifestyle habits. Together, you and your coach will come up with 3-6 month goals. During the follow up sessions you will review your progress and explore any challenges that may have come up. Be prepared to change your mindset. Do not tell yourself you will be perfect, challenges are going to come up.

What should I do if I can’t make my appointment?
Contact us to reschedule. You can call us at 503-574-6000 or 888-819-8999.

PRIVACY
How does Providence Health Plan protect my privacy?
Your privacy and data security are extremely important and protections are in place to keep your data safe. Your personal health information is confidential and protected by the Health Insurance and Portability and Accountability Act (HIPAA) and will not be shared with your employer.

ADDITIONAL ASSISTANCE
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