

Coaching Questions & Answers

(updated September 1, 2016)



About Coaching

1. Who do the coaches work for and what are their credentials?

All coaches are employees of Healthways, the company that the state has contracted with to manage the wellness program. The PARTNERS for Health Wellness Program coaches have wide expertise and are degreed professionals. They include licensed registered nurses and licensed dietitians, certified health educators and those with degrees in exercise physiology, exercise science, health promotion and psychology. This vast experience allows you access to speak with coaches based on your needs and personal health goals.

2. How does Healthways decide who is contacted for coaching?

Healthways decides who is contacted for disease management coaching based on your medical/pharmacy claims.

3. How often, when and how do I communicate with my coach?

Frequency of the disease management calls will be based on the level of severity of the chronic condition. Chronic conditions are diabetes, heart failure, chronic pulmonary disease (COPD), coronary artery disease and asthma. A coach may contact you at any time during the plan year (January 1 – December 31). You may talk via phone. There is no set number of phone calls. You and your coach will talk as needed and will develop a schedule that works best for you. If you miss a call, your coach will try to call you back or you can contact Healthways at 888.741.3390. The coaches are available Monday – Friday from 8 am – 8 pm and Saturday from 8 am – 6:30 pm (Central time). When you participate in coaching, your frequency of calls will be tailored to your individual plan of care.

4. What if I miss a call? What happens if my coach is unable to reach me?

If a coach cannot reach you after two attempts, Healthways will send a letter to your primary address on record. Then, it is up to you to contact your coach. If you do not follow up within the time frame specified in the letter (14 days), you will be mailed a letter and given the opportunity to file an appeal. Don't put your Partnership Promise at risk. Disease management coaching is part of your requirements and Healthways wants to partner with you to make sure your requirements are met. You must complete all Partnership Promise requirements to remain eligible for the lower Partnership plan premium/state HSA funds offered with the Partnership Promise PPO or Promise HealthSavings CDHP.

5. If I am able to meet my goals for better health, will I still be required to work with a coach to fulfill the Partnership Promise?

If contacted for disease management coaching or case management, you will need to take part in the PARTNERS for Health Wellness Program. At the end of 12 months, your data and information will be reviewed. Those with chronic conditions such as diabetes, heart disease or COPD, will benefit from remaining in the program with calls being less frequent based on improvement and good maintenance of the chronic condition. You may choose to opt out of a program, but you will be ineligible for the lower

Partnership plan premium/state HSA funds offered with the Partnership Promise PPO or Promise HealthSavings CDHP the following program year.

6. What happens if I don't meet the goals I initially set with my coach?

As long as you are making an effort to work towards your goals and tell your coach about your challenges and successes, you will remain eligible for the lower Partnership plan premium/state HSA funds offered with the Partnership Promise PPO or Promise HealthSavings CDHP. Your coach will work with you to create reasonable and achievable goals that can be changed at any time when appropriate.

7. If I talk to my doctor instead, does that satisfy the coaching requirement?

No. Talking to your doctor does not fulfill the coaching requirement. Coaches provide one-on-one support to help you adopt and maintain healthy behaviors to prevent and control chronic diseases.

8. Will the coaches work with my doctor and my doctor's orders?

Your doctor's advice always takes priority over guidance from the ParTNers for Health Wellness Program. Please share your doctor's advice with your coach so that he/she can work as part of your healthcare team. With your permission, your coach can talk with your doctor to share your health goals and plan of care.

Your coach's role is to provide information and support—not a prescriptive plan that a member must follow. You can work with both your coach and doctor to develop a plan that is clinically appropriate.

9. If my spouse gives me permission to speak to a coach on his/her behalf, can I do that?

Yes, but your spouse will have to speak to the coach first to give permission.

10. If I was required to coach in 2016, will I automatically continue coaching in 2017?

Those enrolled in disease management coaching will continue to work with your Healthways coach to meet the 2017 Partnership Promise requirements.

If you participated in lifestyle management in 2016, you will need to continue to take your coaching calls until the end of the 2016 program year (December 31, 2016). Lifestyle management coaching will be voluntary for the 2017 program year, therefore you will not be required to continue to work with your coach in 2017. You do have the option to remain enrolled in the coaching program if you wish to continue working with your coach. If you wish to continue your calls, you will need to let your coach know on your last scheduled call in 2016.

11. How will my spouse be contacted if required to participate in disease management coaching?

A coach will contact him/her using the phone number for the spouse on file with Healthways. If there is not a number on file for the spouse, he or she will receive a "wrong phone number" letter and will have 14 days to respond. If the spouse does not respond in time, the head of contract (the primary health plan member) and covered spouse will be able to stay in the current plan next year, but will pay a higher premium in the Partnership Promise PPO or will not receive HSA funds if in the Promise HealthSavings CDHP. A spouse can create and log into the online Well-Being Account to enter a current phone number. If a spouse does not have access to the internet, he/she can also call Healthways at 888.741.3390 to update contact information. This will ensure that Healthways can reach the spouse if he/she needs to participate in coaching.

12. Can I work with a coach even if I am not contacted by Healthways to coach?

Absolutely. All members, including those enrolled in plans that do not include the Partnership Promise, can voluntarily participate in lifestyle management and disease management coaching. We currently have members who opt in to coaching.

13. What security information will coaches ask for to identify members on the phone?

To ensure privacy and security, Healthways will ask you to verify your name, mailing address and date of birth. Healthways will not ask for your social security number. However, if you are unable to verify your personal information, Healthways will not be able to release any information to you at that time or complete a coaching call. In such a case, you need to call Healthways back when you can verify all personal information. Healthways strives to protect the personal health information of all members while providing the best customer service.

14. How can I verify the identity of my coach when he or she calls?

If you are concerned about the identity of your coach, simply express your concerns to the coach. He or she will give you the number for the ParTNers for Health Wellness Program and ask you to call back to verify.

15. How can I contact Healthways if I have questions about the Partnership Promise or coaching?

You can call Healthways directly at 888.741.3390, Monday – Friday from 8 am – 8 pm (Central time).