



Talk to a health coach and feel better your way

What's your wellness goal? Maybe you want to eat healthier, get more sleep, or learn how to de-stress after work. Whatever wellness goals you want to achieve, our health coaches are here to help.

What can health coaches help you with?

Our health coaches can work with you to set and stick to a personalized wellness plan. They can also answer questions about topics like healthy eating/weight management, physical activity, and stress management.

Here are some questions our health coaches have answered for members:

"Vegetables take so much time to prepare, and I'm not really crazy about them. How can I easily add more vegetables to my diet?"

"I'm so busy with kids and work. How can I find time to exercise?"

"I've tried to quit smoking lots of times, but it never works."

How is talking to a Health Coach different from talking to my doctor?

Talking with one of the health coaches is casual, like talking to a friend. Your PCP should always be your first stop if you have concerns about your health. But it can be hard to talk to your doctor about issues like time management, finances, and your daily habits. That's where our health coaches come in. They can provide tips and information to help you make healthy lifestyle choices that work for you.

Continued



How does health coaching work? Does it take a lot of time?

Once you let us know that you want to talk to a health coach, one of them will reach out and make an appointment to call you at a convenient time. During the call, you and your health coach will chat about your wellness goals. The coach may ask questions like:

“How ready do you feel to make changes?”

“Have you tried to make changes in the past? What did you do?”

“What are your hopes for the future if you can become healthier?”

Based on your conversation, you and your health coach will decide what to do next. One call may be enough to help you be healthier on your own. Or you may decide to make a plan that continues over several phone calls or emails. It's all up to you.

What's the cost for talking with a Health Coach?

It's free! Health coaching is a benefit that's included in your plan.

How do I get in touch with a Health Coach?

There are two ways to get in touch. You can call the Customer Service number on the back of your member ID card and ask to talk to a health coach. You can also email the coaches at healthandwellness@alwayshealth.org. From time to time, our health coaches may touch base with you to see how your wellness plan is going. You can even check in with your health coach by text.

Thinking of quitting tobacco?



You can connect with our tobacco treatment specialist, a health coach who's trained to help you make a quit plan that works for you.

Can I text with my Health Coach?

Yes! After an initial conversation, you can check in with your coach by text. Your coach may also text to remind you of an upcoming appointment.