

FREQUENTLY ASKED QUESTIONS

What is ODS health coaching?

ODS health coaching offers support for maintaining your health while dealing with common health problems. This program also helps you improve your current health and lower your healthcare costs. Tools and services are included in the program to help you make healthy choices and take care of yourself. Health coaching is part of your ODS health plan benefit.

What health topics are covered?

Our health coaching programs cover:

- › Heart health
- › Staying active
- › Diabetes
- › Sleep
- › Coping with stress
- › Respiratory health
- › Healthy weight
- › Women's health
- › Pregnancy
- › Spine & joint health

Why should I join?

When you join an ODS health coaching program, you will get personal care that can help you make better choices about your health. Our health coaches can inspire you to take better care of your health. They will help you set personal health goals and work with you to meet them. Health coaches stay abreast of the latest research to make sure you have the best health information and medical service options.

When can I join?

Your doctor may refer you, or you can enroll yourself at any time. ODS health coaching is voluntary and confidential. Once enrolled, you can stop your participation at any time.

How does it work?

The program involves:

- › One-on-one health coaching over the phone or via email, whichever you prefer
- › Tools to help you manage your health
- › Information to help you get extra support and find out more about your condition or health goal

What happens in health coaching sessions?

Your participation level is up to you. How frequently you talk with your health coach depends on your personal needs. In all of our health coaching programs, you will:

- › Work with qualified health professionals, including nurses, naturopaths, registered dietitians and pharmacists.
- › Gain access to a trusted health professional to answer questions about your condition.
- › Set goals and learn how to achieve them.
- › Review educational materials created specifically for your condition or health goal.
- › Track your progress toward better health.

How do the programs relate to my healthcare provider visits?

ODS health coaching does not replace visits with your regular healthcare provider; it is intended as extra support for you between visits with your doctor.

How much does joining a program cost?

ODS health coaching is free. It is included as a part of your ODS health plan benefit.

How does ODS protect my privacy?

ODS follows the Federal Health Insurance Portability and Accountability Act, commonly known as HIPAA, or the Privacy Rule.

How do I join?

To join an ODS health coaching program, please call 503-948-5548 or toll-free at 877-277-7281, or email us at careprograms@odscompanies.com. TTY users, please dial 711.

Information about ODS health coaching is also available at myODS. Log in at www.odscompanies.com/members (or register if you do not have a login name and password). Click on the "myHealth" tab at the top, and then select "Health tools and coaching."



ODS health coaching does not replace visits with your regular healthcare provider. Included for free, as a part of your ODS medical plan, ODS health coaching gives you access to extra support between visits with your doctor. Your participation is voluntary.