



ODS HEALTH COACHING PROVIDER FAQ

1. What is health coaching?

ODS health coaching programs are designed to help your patients actively maintain — or even improve — their health while dealing with common health conditions, effectively lowering their healthcare costs. Health coaching includes tools and services that support prevention and self-treatment. Health coaches use techniques that focus on motivation, self-management and education to engage patients in improving and maintaining their health.

Health coaches support the patient-physician relationship by helping the patient make health-related behavioral changes that have been recommended by their providers. Health coaches send providers updates on their patients' progress in coaching via provider reports, starting when the member enrolls in coaching and every six months thereafter.

Our health coaching programs include the following:

- Cardiac Care Program
- Depression Care Program
- Diabetes Care Program
- Lifestyle Coaching Program
- Maternity Care Program
- Respiratory Care Program
- Spine & Joint Care Program
- Weight Care Program (select groups)

A list of health coaching programs and descriptions is available at www.odscompanies.com.

2. How do patients enroll in health coaching?

ODS members are invited into health coaching programs each month. We identify appropriate patients through claims submitted by their providers. Patients may be sent an invitation letter and survey. The member can return the survey or call into ODS health coaching to initiate contact with a health coach. Many employer groups also promote health coaching programs to their employees.





In addition, ODS may send a referral to a provider when a patient may benefit from health coaching. If the provider returns the enclosed referral slip, then ODS sends the member an invitation to enroll. Providers may also refer a patient to health coaching at any time.

3. How does health coaching work?

Once a patient has agreed to enroll in health coaching, a health coach contacts the patient by phone, e-mail or both. The patient determines the frequency and mode of communication and leads the discussions, while the health coach uses motivational interviewing to help the patient pinpoint his or her health-related goals and behavioral changes. A list of educational topics helps the health coach ensure the patient understands his or her chronic condition. A patient works with the same health coach for the duration of enrollment.

4. May patients enroll in multiple programs?

Patients may not enroll in multiple programs. However, if a patient feels one chronic condition is a higher priority than another, the member may opt to have coaching focus on the priority condition. ODS health coaches are trained to address multiple chronic and health-related conditions, so the patient can learn about and discuss all conditions and concerns.

5. Can a patient refuse or delay enrollment?

ODS health coaching is completely voluntary. Patients may decline enrollment or call ODS health coaching for enrollment at a later time if they choose. Patients are informed when they enroll that they can discontinue health coaching if they no longer wish to engage or no longer need or want the support of a health coach.

6. Are family members of patients eligible for health coaching?

Family members over the age of 18 years are eligible for health coaching programs. ODS reaches out to family members the same way we reach out to the subscribed patient.

7. How much do health coaches know about patients?

Health coaches get their information from the patient and from the patient's healthcare provider, with the patient's verbal consent. Communication from providers is limited to information directly related to the patient's healthcare needs.





8. Do health coaches give medical advice?

Health coaches provide support to the patient based on physician recommendations. Health coaches *do not provide medical advice or treatment* to patients. When a patient needs medical advice or treatment, the health coach refers the patient back to his or her healthcare provider, urgent care or the emergency room.

9. What is the educational background of the ODS health coaches?

ODS health coaches have a variety of educational backgrounds:

- Register Nurse
- Registered Dietician
- Naturopath
- Clinical educator
- With support from ODS Pharmacy and Behavioral Health

10. What topics can the health coach discuss with the patient?

Health coaches work with patients to develop goals related to their health and offer support to meet the identified goals. Topics may include coping with a chronic condition, such as how to manage high blood sugar, high blood pressure, or asthma. The program also addresses wellness-related topics, including how to cope with stress, manage sleep, improve nutrition or develop a routine or schedule. These topics arise from goals the member has identified.

11. What kinds of results can the patient expect?

Health coaches help patients take a closer look at their overall health and assist them in identifying ways to improve their health. Patients and health coaches discuss ways to change behaviors and maintain new, healthier behaviors during times of stress and crisis.

