

Health Coach resources

Health Coaches reference only unbiased, evidence-based resources such as Healthwise® Knowledgebase and content from the American Diabetes Association, American Heart Association, National Institutes of Health, the Centers for Disease Control and Prevention, and many other nationally recognized organizations.

Consider health coaching for patients who:

- have one or more chronic conditions (asthma, CHD, HF, COPD, diabetes, atrial fibrillation, chronic fatigue syndrome, geriatric conditions, hypertension, migraines, and depression);
- are at high risk for ER visits, hospital admissions, or readmissions;
- are non-adherent with your treatment plan, medications, or testing;
- need decision-making support to address problems such as BPH and abnormal uterine bleeding.

Other frequently coached issues:

- arthritis
- back pain
- breast cancer
- fibroids
- GERD
- kidney failure
- medication (adherence)
- migraines
- obesity
- osteoarthritis
- osteoporosis
- prostate cancer
- stroke

ConnectionsSM Health Management Program

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Health coaching supports your patients

ConnectionsSM
HEALTH MANAGEMENT PROGRAM



What is health coaching?

Health Coaches are specially trained health care professionals, such as nurses, dietitians, or respiratory therapists, with experience within a wide variety of specialties. Health Coaches provide members with information and support across their health care needs, from interpreting symptoms and living with chronic conditions, to weighing the pros and cons of important decisions. Available 24 hours a day, 7 days a week, the Health Coach identifies opportunities for behavior change, lifestyle improvement, and risk reduction.



Health Coaches do not replace doctors or other health care providers; rather, they help members get the most out of every office visit.

Health Coaches:

- provide up-to-date unbiased medical information;
- motivate members to become involved in the treatment process;
- tailor each interaction to the member's needs;
- prepare members for discussions with their physician(s);
- help members understand the options discussed with their physician(s).

Health Coaches provide whole person support that helps members:

- understand their diagnoses;
- become motivated to actively manage their health;
- learn self-care skills and follow your treatment plan;
- build a support infrastructure to help them take action;
- implement new lifestyle choices to reduce health risks.

When appropriate, Health Coaches will send your patients educational materials and/or a Shared Decision-Making® video. Shared Decision-Making video programs are developed in partnership with the Foundation for Informed Medical Decision Making.



High-risk/high-need members are identified through medical and pharmacy claims, member calls to Health Coaches, and referrals from physicians, health plans, or employer programs. This way, the right people get access to a Health Coach at the right time.

Health coaching supports YOU and your practice with:

- resources to help educate patients and answer questions;
- patients who are engaged in managing their health;
- help caring for patients who do not adhere to your treatment plan.

How to refer your ConnectionsSM-eligible patients to a Health Coach

- Give your patients a Connections program referral slip, encouraging them to call a Health Coach directly.
- Complete a Connections program fax referral form and fax to 1-800-276-3075. The fax referral form is available online at www.ibx.com/providerconnections.
- Complete the referral section on the individual patient report in your Connections program SMART® Registry and fax to 1-800-276-3075.
- Call the Connections Program Provider Support Line at 1-866-866-4694 and leave a message with your patient's name, phone number, and reason for referral.