Health Coaching FAQ

Expert information, advice and encouragement to help you be your healthiest. Eligible employees will receive a call to get started.

Q. What’s health coaching?
A. It’s a program that pairs you with a health coach who gives you information, advice and encouragement over the phone to help you set and reach health goals.

Q. Why should I participate?
A. Your health is your most important asset. Working with an experienced, certified health coach gives you resources and support to help you be your healthiest. You may also want a health coach if:

• You’re running low on motivation. A health coach can help you build confidence, provide support and offer inspiration.

• You need someone on your side. Your health coach is like a really knowledgeable friend who’s there to listen, ask good questions and keep you on track with your goals.

• You need help recognizing successes. A health coach can help you identify wins and celebrate your progress.

• You need extra support. Health coaching can enhance and support other wellness programs you participate in like Weight Watchers® or fitness classes.

Q. How does health coaching work?
A. Health coaching is convenient. It happens over the phone or through email.

• Your first coaching session: You and your coach will review your health risk appraisal results. Together, you’ll develop personal goals and an action plan.

• Your weekly sessions: You’ll work with your coach to review your progress toward your goals, explore and resolve challenges and set your goals for the next week.

Q. How much does it cost?
A. Health coaching is free to you! It’s paid for by your employer.
Q. Am I eligible to participate in health coaching?
A. To participate in health coaching, you must have a changeable health risk, like a high BMI or tobacco use. If you’re eligible, we’ll contact you, or you can call us if you want to know sooner.

Q. Is health coaching voluntary?
A. Yes. You can join or leave the program at any time.

Q. When are health coaches available?
A. Your health coach will work with you to schedule a time that works for you. We’re flexible and available during daytime and evening hours.

Q. How does health coaching work with other Priority Health programs?
A. Your health coach can link you with our case management, pharmacy and behavioral health programs if you would like extra support.

Q. How long does health coaching last?
A. It’s usually 3 – 6 months, but it could be longer or shorter based on your needs.

Q. What training do health coaches receive?
A. Our health coaches have received wellness and health coach training, and they’ve passed written and oral exams from a nationally recognized certification organization.