

Wellness Coaching by Phone

FREQUENTLY ASKED QUESTIONS

Q: What is wellness coaching?

A: Wellness coaching is a service provided to Kaiser Permanente members through convenient phone sessions. A wellness coach gives you personal guidance to help you achieve your specific wellness goals. You can check in with your coach periodically to get the help you need to stay on track.

Q: What is a wellness coach?

A: A wellness coach is a health professional dedicated to teaching you new techniques to support positive change. This is someone who can help you increase your motivation, build your confidence, and become your healthy best. Your coach is specially trained to help you break through barriers that may have held you back in the past. He or she is a health education professional skilled in motivational counseling techniques. All of our wellness coaches are trained to provide coaching services based on clinical guidelines and adult learning theory.

Q: What topics can I get coached on?

A: Wellness coaching is available for stress management, physical activity, weight management, and healthy eating.

Q: How does wellness coaching work?

A: You can make an appointment with a wellness coach by calling the number for your region listed at the end of this page. During your first appointment, your coach will ask you a variety of questions about your health, and help you assess your readiness and motivation to make a change at this time.

You'll choose the health topic you want to focus on, figure out if you're ready to make adjustments, and start setting goals for healthy change. Your coach can also connect you with other Kaiser Permanente resources that can help you achieve your goals, such as onsite classes and Web-based programs. (Some classes may require a fee.)

You can schedule your follow-up appointments when it's convenient for you. Throughout the program, your coach will help you identify your strengths and build upon them. You'll also uncover potential obstacles to your success and learn how to overcome them.

Q: Is there a fee for this program?

A: No. Wellness coaching is offered to Kaiser Permanente members at no charge.

Q: How many wellness coaching sessions will I have?

A: Typically, wellness coaching includes four sessions, though you and your coach will determine the exact frequency and number of phone sessions based on our coaching guidelines and your unique situation. Your coach may also put you in touch with other resources that will help you continue to make progress with your goals.

Q: Is health coaching offered in Spanish?

A: Yes. We offer bilingual coaching services (English and Spanish).

Q: Is my personal information secure?

A: You can be confident that your privacy is protected, and that the security and confidentiality of your personal information will be maintained. We use procedural, physical, and electronic security methods designed to prevent unauthorized people from getting access to your information.

Q: Where can I find out more about wellness coaching by phone?

A: For more information or to make an appointment, call **1-866-862-4295** Monday through Friday from 7 a.m. to 8 p.m. Mountain time. Coaching is available during these times.

References to "Kaiser Permanente members" or "members" include individuals covered under either a Kaiser Permanente health plan or an employer self-funded coverage plan administered through Kaiser Permanente.