

# Wellness Coaching by Phone

## Frequently asked questions

### Q: What is wellness coaching?

**A:** With wellness coaching, Kaiser Permanente members can work one-on-one with a wellness coach through convenient phone sessions. A wellness coach gives you personal support to help you reach your specific health goals. And you can check in with your coach regularly to get the help you need to stay on track.

### Q: What is a wellness coach?

**A:** A wellness coach is someone who can help you identify your motivation, build your confidence, and make healthy lifestyle changes. Your coach is specially trained to help you break through barriers that may have held you back in the past. All our coaches are health education professionals skilled in motivational counseling. And they're trained to provide coaching services based on clinical guidelines and adult learning theory.

### Q: What topics can I get coached on?

**A:** Wellness coaching can help you quit tobacco, reduce stress, increase activity, manage your weight, and eat healthier.<sup>1</sup>

### Q: How does wellness coaching work?

**A:** You can make an appointment with a wellness coach by calling **1-866-862-4295**, Monday through Friday. No referral is needed. During your first appointment, your coach will ask you questions about your health, and help you assess your confidence and motivation to make healthy changes.

You'll choose the health topic you want to focus on, figure out if you're ready to make changes, and start setting goals for improving your health. Your coach can also connect you with other Kaiser Permanente resources that can help you reach your goals, including classes at our facilities and online wellness 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 understand your strengths and build on them. You'll

also become aware of 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 cost.

### Q: How many wellness coaching sessions will I have?

**A:** You and your coach will decide on the exact frequency and number of phone sessions based on our coaching guidelines and your specific situation. Your coach may also connect you to other resources that will help you continue making progress with your goals.

### Q: Is health coaching offered in Spanish?

**A:** Yes. We offer bilingual coaching services (English and Spanish).<sup>2</sup>

### Q: Is my personal information secure?

**A:** We protect the privacy and security of your personal information, including your protected health information, under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and other state and federal law. We use administrative, physical, and technical safeguards, as well as policies and procedures to help protect your information from loss, misuse, unauthorized access, or alteration.

Information about your coaching sessions is included in your electronic health record and can be accessed by your Kaiser Permanente care team (not available for Kaiser Foundation Health Plan of Washington members at this time).

### Q: Where can I find out more about Wellness Coaching by Phone?

**A:** For more information and to make an appointment, call **1-866-862-4295**, Monday through Friday, or visit [kp.org/coaching](https://kp.org/coaching).

<sup>1</sup>Kaiser Permanente Washington offers alternative coaching programs for quitting tobacco.

<sup>2</sup>Spanish-speaking wellness coaches are not available in Hawaii.

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