



What Is Freedom Health Coaching?

Based upon our Shared Values that we are all creatures of God and have a moral and spiritual obligation to care for our bodies, Health Coaching was created so that Freedom HealthShare™ could enroll those members who have chronic conditions particularly responsive to lifestyle changes. Health Coaching participation is **REQUIRED** for Sharing Members who have been identified in the enrollment process as having conditions at the time of enrollment that can be improved through lifestyle changes. However, any member can enroll in Health Coaching even if you are not required to enroll as part of your membership for Freedom HealthShare™. Health Coaching involves having your own personal, certified health coach who will help you maintain or improve your health via one telephonic coaching session each month.

Health Coaching is a comprehensive health coaching program that assists members in making lifestyle and behavior changes that foster better health and reduce the prospect of progressive disease. Coaching is *“the art of creating an environment, through conversation and a way of being, that facilitates the process by which a person can move toward desired health goals in a fulfilling manner”* W. Timothy Gallwey. When those goals have to do with health, fitness and wellness, coaching becomes a vehicle for assisting people to achieve a higher level of both physical and mental well-being.

Why do I have to participate in Health Coaching?

Your health history or the health status of your dependents, from the initial enrollment medical questionnaire may revealed certain lifestyle and health conditions that are suited to health coaching. Based on your answers, and in order to confirm your membership as a Health Sharing Member, you are **REQUIRED** to participate in Health Coaching as a condition of membership. You will receive an e-mail with Health Coaching enrollment instructions to make your first health coaching appointment. You will also be **REQUIRED** to complete an initial intake form and a release form.

What is my responsibility with Health Coaching?

In health coaching, you are the expert decision maker of your life; the health coach is your personal “prescription” providing you with support and motivation to guide your goal setting. The maintenance or improvement of your overall well-being is the goal of health coaching, regardless of whether you are managing a chronic medical condition or not. Your health coaching sessions provide a confidential and supportive partnership between you and your health coach. It is designed to effectively motivate and encourage you to improve your health behaviors in order to meet your personal health and wellbeing goals and live by the shared values. You are encouraged to communicate with your coach as often as you feel is necessary. You will receive tips, encouragement and support, and even recipes for adjustments to your daily diet. Your

compliance with Health Coaching may be **MANDATORY** if you wish to participate in Freedom HealthShare™.

What are the credentials of a Health Coach?

Freedom HealthShare™ health coaches are certified through rigorous credentialed schools of coaching. Many of our health coaches hold additional certifications in nutrition, physical fitness, tobacco cessation, positive psychology, nursing, and behavioral psychology.

How many Health Coaching session do I need?

The number of sessions you have with the health coach is determined by the answers to the initial enrollment questionnaire. Your coach will share with you how many sessions you need at your first session (which you are responsible to schedule). Each **telephonic** health coaching session is 30 minutes in duration.

What aspects of my life can I address with my Coach?

Eating habits/nutrition, health maintenance, life satisfaction, tobacco cessation, physical activity, sleep, relaxation, stress, weight management, diabetes, high blood pressure, back care/pain, relationships, and mindset are all areas that you can discuss with a health coach.

How do I get started?

After you have completed your initial online Freedom HealthShare™ enrollment questionnaire you will be immediately notified if you or any of your dependents have to participate in Health Coaching in order to be an active member of the Health Sharing program. You will receive an e-mail, which will include access to the Health Coaching online scheduler so you can schedule your first appointment. The online scheduler is easy to use. You will receive a 48 hour and 24hour reminder of your appointment, providing your mobile telephone number allows for a text message reminder. **BE SURE TO PROVIDE THE TELEPHONE NUMBER THAT YOU WANT YOUR COACH TO CONTACT YOU.** On the day of your scheduled appointment the coach will **CALL YOU** at the number you provided.

What if I can't make my scheduled appointment?

You can go to the online scheduler and cancel or reschedule your coaching appointment. You **MUST** cancel your appointment at least 24 hours in advance of your appointment. If you do not cancel your appointment and do not keep your appointment, you may be charged additional fees. Follow these instructions to cancel your appointment:

1. Go to your e-mail notification/confirmation you received when you scheduled your appointment or to your downloaded calendar appointment.
2. In the e-mail confirmation click “view appointment details”, then click “cancel” or “reschedule”. Confirm your choice, then click enter.
3. In the downloaded calendar appointment, click on the “change appointment” URL. Click “cancel” or “reschedule”. Confirm your choice, then click enter.

Will I always have to participate in Health Coaching?

No! The goal of Health Coaching is to help you achieve optimal health and wellbeing. If you are able to reverse your chronic health condition, quit tobacco use, or eliminate your health risks (as determined by an annual health questionnaire) you will be released from the Health Coaching program. Our coaches are trained professionals who will help you achieve your health goals in a timely fashion. Your responsibility is to continue to apply the health principles you learned from the health coach to maintain your newly improved health status. If you revert back to poor health behaviors you will be **REQUIRED** to re-enroll in Health Coaching or you could be terminated from Freedom HealthShare™ membership.

Is there are fee for Health Coaching?

Yes. A separate participant fee of \$65 per participant per month is assessed for each person enrolled in Health Coaching, in addition to their suggested monthly share amount. Failure to keep appointments may result in additional fees for “No Show” appointments of \$25 per “No Show” appointment.

How long can I be in Health Coaching?

Your enrollment and continuation beyond the first year of participation is completely in your control and based on your personal health improvements assessed and determined by Freedom HealthShare™, in consultation with your assigned health coach.

What if I don't keep my appointments or don't comply with what my Health Coaches advice?

We take seriously our pledge to take care of our bodies and be responsible for our health. As a Health Coaching participant, **YOU** are responsible and accountable to work with your health coach. Your participation and compliance with the personalized plan from your health coach is **REQUIRED**. Failure to make progress or keep appointments may result in additional fees for “No Show” appointments. Failure to take the advice from your health coach violates your responsibility to other members and may result in termination of your Medical Cost Sharing participation and Freedom HealthShare™ membership.