

Health Coach ConnectionSM

FREQUENTLY ASKED QUESTIONS

Q. What is Health Coach ConnectionSM?

A. Capital District Physicians' Health Plan, Inc. (CDPHP[®]) Health Coach ConnectionSM is a decision support and chronic disease management program that provides patients with “whole person” support through a personal Health Coach and related educational resources.

Q. What is a Health Coach?

A. Health Coaches are specially trained health care professionals, such as nurses, dietitians, and respiratory therapists, who support members through telephonic interactions, 24 hours a day, seven days a week.

Q. What is the role of a Health Coach?

A. Health Coaches use evidence-based information to help members understand their diagnoses, available treatment options, and the potential benefits and risks associated with those options. They seek to transfer self-care skills to members. Health Coaches do not replace physicians, but they help members work effectively with their physician to manage their care and make informed health care decisions.

Q. What is the goal of Health Coach ConnectionSM?

A. The CDPHP Health Coach ConnectionSM program aims to improve decision quality and treatment outcomes by building a better doctor-patient relationship. This is accomplished through:

- Proactive risk identification and targeted, evidence-based interventions that are tailored to the health needs of the individual
- Use of a “whole person” approach to address the health needs of the entire population

Q. What type of materials will Health Coach ConnectionSM provide to my patients?

A. CDPHP Health Coach ConnectionSM uses a combination of educational mailings, online tools, and phone calls by Health Coaches to engage members. All Health Coach ConnectionSM materials are based on and consistent with medical evidence from nationally recognized sources, such as the Healthwise[®] Knowledgebase, National Library of Medicine databases, and the National Clinical Guidelines.

Q. How is Health Coach ConnectionSM different than other disease management programs?

A. Unlike traditional disease management programs that focus on single chronic conditions, CDPHP Health Coach ConnectionSM seeks to:

- Educate and support members across all the conditions that they may have (chronic, acute, and preference-sensitive), employing a “whole person” approach
- Improve the health of all members, whether they're healthy, at risk, or diagnosed with one or more chronic conditions
- Transfer knowledge, skills, and tools to empower members to actively manage their health
- Engage both the member and their physician

Q. How will this program affect physician-patient relationships?

A. The program seeks to enhance the physician-patient relationship by increasing effective dialog between the patient and his or her physician. Health Coach ConnectionSM offers members evidence-based, unbiased information about their health care options and encourages them to work with their physicians to make health decisions that are right for them. Health Coach ConnectionSM provides physicians with access to up-to-date, best-practice, evidence-based medicine. Access to this information, combined with Health Coaching, can help physicians work with their patients to improve care and outcomes.

Q. How can I refer my patients to the Health Coach ConnectionSM program?

A. To refer your patient to a Health Coach:

- Complete a **Health Coach ConnectionSM Fax Referral Form** and fax to 1-800-609-6147, or
- Give your patient a **Health Coach ConnectionSM Referral Slip**, encouraging them to call a Health Coach directly (you can call the Health Coach ConnectionSM Provider Support Line for a package of referral slips), or
- Call the **Health Coach ConnectionSM Provider Support Line** at 1-866-863-0581.



A plan for life.

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