

Moda Health Coaching Programs

Frequently Asked Questions

What is Moda Health Coaching?

Moda Health Coaching programs offer support for maintaining your health while dealing with common health problems. These programs also help you improve your current health and lower your healthcare costs. Tools and services are included in the program to help you make healthy choices and take care of yourself. They are all part of your Moda healthcare benefits.

What programs are available?

Our Health Coaching programs include:

- > Cardiac Care
- > Dental Care
- > Depression Care
- > Diabetes Care
- > Lifestyle Coaching
- > Women's Health & Maternity Care
- > Respiratory Care
- > Spine & Joint Care
- > Weight Care Program (select employer groups)

Why should I join a program?

When you join one of the Moda Health Coaching programs, you will get personal care that can help you make better choices about your health. Our health coaches can help you become more interested in taking care of yourself. They will work with you to meet your health goals. We look at the latest research to make sure you have the best health information and medical service options.

What's included in a program?

Each program includes:

- > One-on-one health coaching over the phone or through e-mail
- > Tools to help you manage your health
- > Information to help you get extra support and find out more about your condition or health goal
- > A free gift

What happens in the phone or e-mail health coaching sessions?

How often you talk with your health coach depends on your needs. In all of our coaching programs, you will:

- > Work with qualified health professionals, including nurses, registered dietitians, social workers, and dental hygienists
- > Gain access to a trusted health professional to answer questions about your condition
- > Set goals and learn how to meet them
- > Review educational materials created for your condition or health goal
- > Track your progress to better health

When should I join a program?

Your doctor may refer you to a program, or you can enroll yourself at anytime. All of the Moda Health Coaching programs are voluntary and confidential. You can stop participating at any time.

How do the programs relate to my healthcare provider visits?

Moda Health Coaching programs do not replace visits with your regular healthcare provider. They are extra support for you between visits with your doctor.

How much does joining a program cost?

Moda Health Coaching programs are free. They are included in your Moda member benefits.

How much time is involved?

Your level of participation is up to you.

How does Moda protect my privacy?

Moda follows the Federal Health Insurance Portability and Accountability Act, commonly known as HIPAA or the Privacy Rule.

How do I join a one-on-one coaching program?

Contact us:

Portland metro: 503-948-5548

Toll-free: 877-277-7281

TDD-TTY for hearing and speech impaired:

800-433-6313

careprograms@modahealth.com

Information about Moda Health Coaching programs is also available on myModa.

- > Go to www.modahealth.com/members
- > Log in with your user information (or register if you do not have a login name and password)
- > Click on the “myHealth” tab at the top
- > Click on “Health tools and coaching”