

SPINE & JOINT CARE PROGRAM FREQUENTLY ASKED QUESTIONS

What is the Spine & Joint Care Program?

Added to our suite of ODS Care Programs, this new coaching program offers you condition-specific outreach and telephone-based health coaching from our multi-disciplinary team of clinicians whose focus is:

- Spine & joint disorders
 - Acute and chronic pain
 - Informed decision support

One-on-one health coaches will work actively to help you understand spine and joint anatomy and to create a plan of modified, joint-sparing activities and techniques to use at home and work. The program emphasizes working with your provider on interventions including stretching and strengthening exercises, relaxation techniques, diet and weight management, smoking cessation and medication management.

What is an ODS health coach?

ODS health coaches are clinically trained healthcare professionals who are available by phone and e-mail. ODS health coaches work with member to enhance their self-care skills, provide education as needed, assist in treatment adherence and help prepare them to more effectively work with their treating provider.

Who is eligible for the program?

ODS medical health plan members and their eligible adult dependents (18 and older) are eligible for the ODS **Spine & Joint Care Program**. ODS identifies individuals for health coaching through medical claims analysis, self-referral and physician referral, as well as internal referrals from ODS Care Coordination and ODS Behavioral Health.

How much does joining a program cost?

ODS Care Programs are free. They are included as part of your ODS member benefit.

What's included in the program?

Each program includes:

- One-on-one health coaching over the phone or e-mail
- Access to a variety of online condition-specific educational resources and tools
- Information to help you get extra support and find out more about your condition
- Help with goal setting and achievement
- A free gift upon completion

Why should I join the program?



When you join one of the ODS Care Programs, you get personal care that can help you make more informed decisions about your health. Our health coaches can help motivate you to take care of yourself; coaches will actively work with you to achieve health goals. In addition, we look at evidence-based guidelines to make sure you have the best health information and medical service options available.

When should I join the program?

A doctor may refer you to the program, or ODS members can call to self-enroll at any time. All of the ODS Care Programs are voluntary and confidential.

How does the program relate to healthcare provider visits?

The ODS Care Programs do not replace regular visits with a healthcare provider. They are offered as extra support between doctor visits.

How much time is involved?

The level of participation is entirely up to you. The frequency of outbound contact is determined by your individual needs and activation level.

How does ODS protect my privacy?

ODS complies with the Federal Health Insurance Portability and Accountability Act, commonly known as HIPAA or the Privacy Rule.

How can I access the Spine & Joint Care Program?

Contact us:

Portland metro: 503-948-5548

Toll-free: 877-277-7281

TDD-TTY for hearing- and speech-impaired members: 800-433-6313

spinejointcare@odscompanies.com

There is also information regarding ODS Care Programs available on myODS.

- Go to www.odscompanies.com/members
- Login 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”

