



Health Coaching

Provided by
OurHealth



Take care of yourself—improve your health and wellbeing and become more productive.

Talk to one of OurHealth's experienced health coaches—they can make a difference!



FOR YOUR HEALTH!



CNO FINANCIAL GROUP

What is Health Coaching?

OurHealth's health coaches can help you create a personalized, targeted wellness plan with achievable health goals for the management of chronic health conditions or improvement or maintenance of lifestyle challenges.

Health coaches offer knowledge, skills, and strategies to help you start taking steps toward improving your health so that you feel and function at your best. Health coaches provide information, support, accountability, and assistance in the development of an effective plan. They can help you identify potential barriers to your success, and help you build your confidence and motivation to change.

Consider health coaching for help with:

- Weight Management
- Tobacco Cessation
- Chronic Disease Management
- Stress/Anxiety/Depression
- Fitness Planning
- Nutrition

Get Rewarded!

If you're enrolled in a CNO Care Options Medical plan, you can earn \$100/quarter (spouses earn \$50/quarter) for actively participating in health coaching and meeting the goals you've set with your health coach.

How Does it Work?

You'll begin with a 45-minute *initial coaching session*. During this session, your health coach will gather background information and find out more about your motivations. You'll also work together to establish specific measurable goals and develop a plan for achieving those goals.

Your *follow-up coaching sessions* will last up to 30 minutes. They'll focus on your progress toward completion of your goals and ways to overcome any obstacles that may be preventing you from reaching your goals.

Your health coaching commitment will vary based on the time you'll need to reach the goals you establish with your health coach. Successful health coaching may require only a few appointments or may span over several months.

Your health coach isn't a doctor and doesn't provide medical advice. If you have questions about your medications or medical care, please direct them to staff to OurHealth by telephone at 1-866-434-3255 or by e-mail at CNO@ourhealth.org or contact your personal primary care physician.

Available to All Associates!

All CNO associates can participate in health coaching—regardless of enrollment in a CNO Care Options medical plan.

Also, adult dependents (18 or older) who are enrolled in a CNO Care Options medical plan may participate. Enrolled dependents age 13-17 may participate in face-to-face health coaching (not telephonic) with written parental consent.

Make the Most of Your Coaching!

Your health coach works with you to set goals that will help you succeed in improving or maintaining a healthy lifestyle.

Make the most of your coaching by:

1. Keeping in contact with your health coach.
2. Talking openly with your health coach—including your successes, and your struggles.
3. Reporting your progress on activities you complete along the way.

The health coaching program is designed to guide you to personal success with a professional health coach and engaging activities that are customized to your experience.

Getting Started:

Contact OurHealth at (866) 434-3255 or log into the OurHealth portal to schedule your first appointment at <https://portal.ourhealth.org>.

Click on the **Request an Appointment** button in the top right hand corner and select the method of health coaching that you wish to participate.

Let the coaching begin!

Health Coaching Appointments

- Appointment cancellations must be made at least 24 hours in advance. Failure to provide at least 24-hours notice is considered a “no-show.”
- After **three “no-shows,”** you will not be allowed to schedule health coaching appointments for the remainder of the calendar year.

Health Coaching FAQs

I'm not sure where or how to begin. Can my health coach help?

Absolutely! Your health coach can help you work through what's important to you and help you set realistic short- and long-term goals while providing you with the specific tools and resources to make getting started easier for you.

How much information do I have to share?

You and your health coach will work on setting and achieving goals based on the information you're ready and willing to share.

I already live a healthy lifestyle, how can a health coach help me?

A health coach can support you in maintaining your healthy lifestyle behaviors and provide additional resources to support your healthy lifestyle.

What benefits does health coaching bring to my health?

Your health coach provides support and accountability as you continue to work toward living a healthy lifestyle.

What qualifications do the health coaches have?

Our health coaches have degrees and certifications in fields such as nutrition, fitness, social work, and public health. They're also well-trained in coaching techniques.

I don't like being told what to do. Is the Health Coaching program different?

Yes—you tell us! Your health coach will work with you to set your goals and provide you with support and access to resources.

How often will I talk with my health coach?

The number of sessions will depend on your risk level, wellness assessment results, or your selected goals. Ask your health coach how many sessions you have with him or her.

It's Confidential!

OurHealth places a high value on protecting the privacy for those who participate in its wellness activities. The confidentiality of ANY INFORMATION you provide to OurHealth is protected by the federal Health Insurance Portability and Accountability Act (HIPAA) and will not be shared with CNO Financial Group. OurHealth is held to the same standard as any physician office or hospital regarding your health information.

Your health coach will, however, enter a summary of each session that includes your main goal, status of individual session goals, goals established for the next session, and pertinent information relating to any improvement in your health status into your electronic medical record. With your written permission, any of your medical providers may have access to this information.

Questions?

If you'd like more information, or if you have questions call 1-866-434-3255, e-mail CNO@ourhealth.org or visit the OurHealth portal at <https://portal.ourhealth.org>.



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