

HEALTH COACHING FAQ

What is health coaching?

Health coaching is a whole-person approach that partners with you to help improve your health and wellness.

Health coaching is a great fit if you have tried to make a behavior change in the past, been successful in some areas, met with challenges in other areas, or, had trouble sustaining the changes you've made.

With health coaching, you are in the driver's seat regarding what we focus on for your health and well-being. Maybe you are at point A and you want to get to point B. The role of a coach is to help you get to point B with your health and wellness goals.

What will health coaching do for me?

Health coaching helps you achieve your health and well-being goals in a supportive, flexible environment.

What topic areas do health coaches work on?

- Healthy Eating
- Weight Management
- Lowering Stress
- Staying Active
- Quitting Nicotine

How do I access the Quartz health coaching program?

The Quartz health coaching program is telephone-based with administrative (optional) communication support through the Quartz MyChart.

How long is a health coaching call?

- Your first health coaching intake call is about 30-45 minutes.
- Follow-up calls of 15-30 minutes are scheduled about every 2-4 weeks.
- Most members use about 3-6 calls.
- Not sure if you're ready for health coaching? Start with a 5-minute pre-coaching phone call to determine your needs.

What can I expect during a health coaching session?

The main goal of the first session is to learn what health and wellness areas you are interested in developing. We begin by taking you through a health and wellness vision activity.

Together we collaborate to identify your strengths:

- What are your success stories?
- What gives you pride?
- What qualities do you most appreciate about yourself?

We look for possibilities:

- Given all that is going well, what are you wishing for?
- What elements of your health and well-being do you want to improve?
- What is most important to you now?

By the end of our first session, together we will have teased out a goal or two that you're ready to pursue. We'll explore the support, environments, and tools needed to ensure your success while handling challenges.

Being able to focus on our conversation in a quiet environment allows you to take full advantage of this step in your wellness journey.

How do I prepare for my health coaching session?

Once you're signed up, you'll want to do a little preparation, so health coaching can jump-start your change. Write down your thoughts on these questions:

- What are my reasons for wanting to make a change?
- What is getting in the way of reaching my goals?
- What strengths do I have to help me reach my goals?
- What will my life be like once I reach my goals?
- What can I do right now, today or this week to move toward my goals?

How do I sign up for health coaching at Quartz?

Click [here](#) or visit QuartzBenefits.com/healthcoaching. Scroll to the bottom of the page and click **Sign Up for Health Coaching**. Then, complete the required information on the sign-up form and click **Submit**. We'll contact you to set up a pre-health coaching phone call. Or, you can call us at (866) 884-4601.

How much does health coaching cost?

The Quartz health coaching program is a benefit of being part of the Quartz family and is provided at no cost to you.

How long does health coaching last?

About 3-6 coaching sessions, sometimes more.

Can I earn Quartz Well points for participating in health coaching?

For members eligible for Quartz Well* you can earn 500 Quartz Well points for participating in the Health Coaching program. Points are awarded after you complete your 3rd health coaching session.

**Due to overlap with the Well Wisconsin Program, the Quartz Well reward program is not available to State of Wisconsin Group Health Insurance Program members. The Quartz Well reward program is not available to all members. Please check your member materials, log in to [MyChart](#) to view your benefits or call Customer Service to verify eligibility. Federal Employee Health Benefits (FEHB) members are not eligible for Quartz Well.*

Am I eligible for health coaching at Quartz?

Our health coaching program is available for Quartz members age 18 and over who have Commercial, BadgerCare Plus, or Medicare Advantage plans. Self-Funded plans that have purchased the health coaching option are also eligible. Please call Customer Service (800) 362-3310 if you have any questions about your eligibility.

If you have health insurance coverage under the State of Wisconsin/Local/ ETF, please contact wellwisconsin.staywell.com or call (800) 821-6591 to begin health coaching.

