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**BULLETIN BOARD**

**LifeWork Strategies**

**Adventist HealthCare (AHC)**

**Account Manager:**  Mary Walinchus

**Company Program Details**

* **Start/End Date for AHC and Condition Management:** January 1 – December 31
* **Company ID:**  LifeWork Strategies
* **Registration** **codes**: Based upon the program they are enrolled in upon registration.
  + AHC AHC
  + AHC-WM Weight Management
  + AHC-DM Diabetes Management
  + AHC-TC Tobacco Cessation
  + AHC-HTN Hypertension
  + In the SOAP notes in ‘S’: note the program and number of calls. Example: DM- call 1/6
* **# sessions:** 
  + **AHC**:    ***CAP of 4 coaching sessions*** required from Jan-Dec.
  + **Condition Management** (DM/WM/TC /HTN***): CAP of 6 coaching sessions*** required to receive credit in the 12-week program.
* **Incentive**: Avoid surcharge
* **Spacing**:  at least 1 week apart
* **Eligibility:** Both employee and spouse
* **Scheduling calls**: Log in [www.uscorporatewellness.com](http://www.uscorporatewellness.com/)
* **Employee Assistance Program:**Lifework Strategies at (240)826-2797
* **Branding:**   introduce yourself as the health coach through LifeWork Strategies
* **Customer Service:** Lifework Strategies at (240)826-2797
* **Condition Management Program (CM Program)**
* **Questions/concerns contact**: Lifework Strategies at (240)826-2797
* **Start/Deadline**: 4 quarterly cohorts from January 1 - December 31
* Q1- 1/9/23-4/2/2023
* Q2- 4/10/2023- 7/2/2023
* Q3- 7/10/2023-10/1/2023
* Q4- 10/9/2023-12/31/2023
* If a client schedules a call before the start of the quarterly cohort, please have them reschedule to the start of the cohort.
  + 12-week program – CAP of 6 sessions required to receive credit.
    - For those participants who initially registered within the AHC program but are now joining the Condition Management program, we will adjust their codes to depict their new Condition Management category. **Please let Mary know if your client is participating in a CM program.**
* Participants must complete the program in its entirety to receive the incentive through LWS (coursework as well as coaching). If the person does not complete the coursework, they may continue with the balance of 6 sessions of coaching (but will not receive the incentive of the CM program).

Please reach out to Mary if:

* + There is a challenging circumstance with your client (language barrier, scheduling issues).
  + An existing AHC client is doing a CM program.
  + Your client is doing a different type of program from previous years and needs a company name change to the current program.
    - For example: last year a client participated in the Diabetes Management program with the company name: LifeWork Strategies::AHC-DM and they want to do the Weight Management program this year.  They need to have their company name changed to LifeWork Strategies::AHC-WM.
  + Your client is requesting more calls over their 6 sessions.

**Procedure to advocate for more sessions for both AHC and CM clients:**

* Clients who are engaged with the coaching and working on a specific goal, the coach may advocate for additional sessions. *This option is not discussed with the client.* The decision to request additional sessions is based on the coach’s judgment.
* The coach can request more sessions *after the 3rd AHC session or 5th CM session*
  + AHC – may request X number of additional sessions
  + CM – may request X number of monthly sessions
* Please email your request to Mary by Friday at noon Mountain Time. Mary will send a list of requests to LWS and will respond back to you with a decision as soon as she receives confirmation. Please do not schedule or complete a session above the cap until you hear confirmation of approved sessions.
* **Approved**: Messaging to the clients from the coach if they are approved: During the last coaching session*: “I went ahead and submitted a request to see if we can continue with more sessions and was able to get approved for (# of monthly calls, # of calls) moving forward. Is that something that you would like to do*?”
* **Decline**: If LWS does **not** approve additional sessions for a client, **the coach will not discuss the process**. The coach will let the client know: “*The cap for the calendar year is 4 (or 6). If your goals change in a few months or something new is going on in your life where it seems like coaching would be helpful, you may schedule a call on the calendar.”* There needs to be a new goal or a life change in order to schedule another call.
* If the client does schedule another call in a few months to discuss a new goal or due to a life change, the coach completes the scheduled coaching session and evaluates to see if additional calls will be meaningful/justified. If warranted, please email Mary to add the client to the weekly list for approval from LWS with a note stating “this is due to a new goal/or due to a new life event”.

**Company Information**

* **Number of Eligible Employees:** 6000
* **Start Date:** 2/2000
* **Locations**: Maryland
* **Time Zone**: Eastern
* **Business:**
  + **LifeWork Strategies** is a provider of EAP and Wellness services through Adventist HealthCare
    - They work with multiple companies. USCW is providing coaching only
    - 820 W. Diamond Ave., Suite 500 / Gaithersburg, MD 20878
  + **AHC Adventist Healthcare system** operates three nationally accredited acute-care hospitals and a nationally accredited rehabilitation hospital

Updated January 2023

**Landing Page**

**After client registers and before scheduling their call**

Welcome to your on-line scheduling tool!  
  
Select an open appointment time (in blue) to schedule an appointment with your Health & Wellness Coach. You will need to choose an option at least 48 hours from today.  
  
Only 1 appointment may be set at any given time. After your coaching session, you may return to the calendar and set your next appointment.  
  
If you have any questions about the wellness coaching program or difficulty scheduling an appointment, please contact us at Help@USCorporatewellness.com. Thanks!

([Help@USCorporatewellness.com](mailto:Help@USCorporatewellness.com) goes directly to Mary)

**Automated Emails**

**Confirmation Email**

**AHC**

Thank you for scheduling a health coaching call for [APPOINTMENTTIME].

If this is your first coaching call, please read below for a brief description of what to expect, along with tips on how to maximize the experience.

Your own personal wellness coach

• My name is [COACHNAME], and we get to connect four times before December 31, 2022.

• Our calls will take about 20-30 minutes - and during our call I will help you focus in on the things you see as important and help you design strategies to achieve your personal health and wellness goals. One thing I won’t do is make you feel guilty!

• I will call you at the time you scheduled. Please note that I have set this time aside just for our coaching session; if you are no longer able to keep this appointment, please send me an email at [COACHEMAIL] to reschedule. You may also log back into www.uscorporatewellness.com and reschedule at your convenience.

Make your coaching call the best experience possible

I know your time is valuable, so in order to maximize our time together and obtain the best coaching experience possible, please take a minute to consider the following:

• What would you like to stop, start, or improve about your current health and wellness?

• Wellness includes a variety of areas such as the following: healthy eating, exercise, weight management, tobacco cessation, stress management, sleep, life balance, personal growth, and professional development. What are one or two areas from this list that you would like to focus on during our first session?

· If you have the results of a health assessment or any recent bloodwork, it may be helpful to review it for possible items to discuss during our call. Coaches are not here to take the place of your doctor, but we are available to help you determine any goals in areas of health you may deem a priority.

If you have any questions regarding the Health Coaching Program, please call Lifework Strategies at (240)826-2797.

I look forward to talking with you soon!

**Condition Mgmt**

Thank you for scheduling a health coaching call for [APPOINTMENTTIME].

If this is your first coaching call, please read below for a brief description of what to expect, along with tips on how to maximize the experience.

Your own personal wellness coach

• My name is [COACHNAME], and we get to connect six times during your 12-week program.

• Our calls will take about 20-30 minutes - and during our call I will help you focus in on the things you see as important and help you design strategies to achieve your personal health and wellness goals. One thing I won’t do is make you feel guilty!

• I will call you at the time you scheduled. Please note that I have set this time aside just for our coaching session; if you are no longer able to keep this appointment, please send me an email at [COACHEMAIL] to reschedule. You may also log back into www.uscorporatewellness.com and reschedule at your convenience.

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I look forward to talking with you soon!

**Missed Call**

We were scheduled to connect for your Wellness Coaching appointment today [APPOINTMENTTIME], and we were unable to complete the call at that time. Please remember that I have set this time for you, and if you cannot make the appointment, please alert me before the scheduled time.

To reschedule, click this link to connect to my calendar and reschedule your coaching call there: https://www.uscorporatewellness.com. You may also reschedule by responding to this email and letting me know days/times that are best for an appointment, and I will try to find a time that matches with your schedule.

I look forward to meeting with you!