

**BULLETIN BOARD**

**LifeWork Strategies**

**Adventist HealthCare (AHC)**

**-Condition Management Programs-**

**Account Manager:**  Mary Walinchus

**Company Program Details**

This is a 12-week program where the clients will register with LWS and must fill out a contract to be dedicated to the program. Clients complete weekly modules and report weekly metrics (eating, weight, activity, biometrics)

* **Start/End Date Condition Management:** January 1 – December 31
* **Company ID:**  LifeWork Strategies
* **Registration** **codes**: Based upon the program they are enrolled in upon registration.
  + 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: CAP of 6** coaching sessions required to receive credit in the 12-week program.
* **Incentive**: Avoid surcharge
* **Spacing**:  Have coaching calls every other week
* **Eligibility:** Both employee and spouse
* **Scheduling calls**: Log in [www.catalystcoaching360.com](http://www.catalystcoaching360.com)
* **Branding:**   introduce yourself as the health coach through LifeWork Strategies
* **Questions/Concerns/Customer Service:** 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). Client can retake the 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.
  + You are 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 / 5th CM session* / 5th HP session
  + AHC – may request X number of additional sessions
  + CM – may request X number of monthly sessions
  + HP – may request X number of additional 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”.