

**BULLETIN BOARD**

**CONCERN**

**Account Manager:** Mary Walinchus

**Company Program Details**

* **Benefit Year Start Date:**  January 1, 2022
* **Deadline for Calls**: Rolling calendar year. Click on Info icon to find each client’s “Expiration Date”
  + **New Clients**:  Each client's expiration date will be based on a 'rolling calendar year' not a traditional (Jan-Dec) calendar year.  This means that the expiration date for their allotted calls will be 1 year out from each client's **registration date** with USCW.  For example: if a client registers on 1/6/2023, then their expiration date will be 1/6/2024 for their allotted calls.  You will be able to find the expiration date information in the 'i' Info Button.
  + **Renewal of authorization #**:  When the expiration date from the example, ends on 1/6/2024, then the client will contact Concern to get a new authorization number and the new expiration date will be 1/6/2025 and will automatically be updated in the Expiration Date field.
  + When a client (new or existing) gets an authorization number, Concern sends them a link that takes them directly to our website. The link is embedded with the authorization number, number of sessions, and Company ID. When an existing client clicks on the link (with their new authorization number), the client will read and answer an additional question to the registration: “*It appears that you have participated in health and wellness coaching in the past and already have an account set up in the system. If this is correct, please enter your email address and password to access the calendar and connect with your coach. Welcome back!*”.
  + This added question will help determine if the link indicators do in fact match the existing client in our system. It will keep the client working with the same coach and continuing to move forward on their goals.
  + Client can get a new or extension to their Authorization #/Expiration Date **2 ways**:
    - Call 800-344-4222
    - Log in on the portal <https://employees.concernhealth.com/>
* **Company Name:**  Concern

* **Registration Code:** Various, see chart below / Click on Info icon to find each client’s “Expiration Date”
* **# sessions**:  Typically 4, see chart below / Click on Info icon to find each client’s “Expiration Date”
* **Incentive**: None
* **Call Cadence**:  at least 1 week apart
* **Eligibility:** Employee only
* **Scheduling calls**: Log in [www.uscorporatewellness.com](http://www.uscorporatewellness.com/)

* **Customer Service / Employee Assistance Program:**
  + 24/7 Support Call Line is**(800) 344-4222**
  + Concern email: [Concern-Info@concernhealth.com](mailto:Concern-Info@concernhealth.com)
* **Branding:**   Introduce yourself as ‘coach with Concern’
* **Special Company Considerations:** Focus is on Emotional/Mental Health such as stress, burnout, work-life balance, social/relationship well-being, spiritual wellbeing, personal growth, etc. The thing that sets them apart is that most clients will not be seeking coaching for topics such as healthy eating, exercise, weight management as a primary goal, but more as a secondary goal (or strategy) for something like stress management.  Ex. Exercise/activity might be an idea to help with stress relief.
* **Concern eM Life**: <https://app.concernhealth.com/sso/login>
  + Refer clients to eM Life as a resource for on-demand mindfulness
  + eM Life™ offers interactive, live and on-demand mindfulness programs led by expert mindfulness teachers. It helps you build skills to manage stress and anxiety, improve focus and enhance your overall well-being.
  + See attached for eM Life information

**Company Information**

* **Start Date:** January 1, 2022
* **Locations**: Various
* **Time Zone**: Various
* **Business:** Concern Health is an EAP group consisting of many companies with more of a focus on Emotional/Mental Health such as stress, burnout, work-life balance, social/relationship well-being, spiritual wellbeing, personal growth, etc. The thing that sets them apart is that most clients will not be seeking coaching for topics such as healthy eating, exercise, weight management as a primary goal, but more as a secondary goal (or strategy) for something like stress management.  Ex. Exercise/activity might be an idea to help with stress relief.

**Coaches**:  Brian, Liz, Cindy, Tami, Meghan, Yvette, Susan McG, Suzy, Mykenzie, Mary

Updated January 2023

**Landing Page**

**Scheduling a call**

Update 8/2022

Text

Description automatically generated

**Confirmation Email**

Thank you for scheduling a coaching call with **Concern** 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 will have the opportunity to connect for the coaching sessions scheduled prior to your authorization expiration date. Our calls will take about 25-30 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 wellness goals. One thing I won’t do is make you feel guilty!
* Our coaching session is confidential, and I will help you identify your goals and develop a plan of action.
* 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](http://www.uscorporatewellness.com/) until 48 hours prior to your appointment 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: stress management, burnout prevention, sleep, work-life balance, weight management, personal development, etc.  **What are one or two areas from this list that you would like to focus on during our first session?**

If you have any questions regarding the coaching program, please email help@uscorporatewellness.com. If you have questions about your EAP benefits like counseling, and work-life consultations, etc. please call Concern at (800)344-4222 or email [Concern-Info@concernhealth.com](mailto:Concern-Info@concernhealth.com).

**Missed Appointment**

We were scheduled to connect for your Coaching appointment with Concern 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!