

**BULLETIN BOARD**

**MINES & Associates**

**Account Manager:** Mary Walinchus

**Company Program Details**

* **Benefit Year Start Date:**  Varies
* **Benefit Year End Date:** Varies
* **Company Names:**

**Company Name** **Company ID** **Registration # Sessions**

**Code through expiration date**

* + Mines & Associates Mines Today 4
    - City of Fort Collins is under Mines & Assoc
  + Mines & Associates ACEP Mines ACEP Today 3
  + Mines & Associates Team Mines Team Today 5
* **Incentive**: None except for City of Fort Collins employees
  + **FOCO Coaching Incentive**
    - 50 points for session 1
    - 25 points for each session 2, 3 & 4
* **Deadline for Calls**: Click on Info icon to find each client’s “Expiration Date” or in the SOAP.
* **Spacing**:  at least 1 week apart
* **Eligibility:** 
  + Mines clients need to call MINES or log in on the portal to get authorization codes for coaching
    - log in on their portal at [www.minesandassociates.com](http://www.minesandassociates.com) and click the ‘Your Digital Services’.
    - Call 800-873-7138
  + A new authorization code is required per their benefit year.
  + Note: if you get a new Mines client, there will be a delay of about 24-48 hours before that authorization code will show up (Mary has to input that information into the Info Button).
  + Once a client reaches this expiration date, if they try to schedule an appointment, they will receive a notice asking them to contact MINES for a new authorization. (see below Mines Landing Page).
  + Coach tips
  + When you talk with your client, you can also explain to them the process. So, if the expiration date is 6/1/22 – you can let the client know that they can complete 4 calls prior to 6/1/22.
  + At that point, our system will give them a message to call MINES. Also – if you are coaching the person in May (for example), you can give them that phone number so they can call MINES. The authorization will be granted, and it should be a less than 5 minute phone call.
* **Scheduling calls**: Log in [www.uscorporatewellness.com](http://www.uscorporatewellness.com/)
* **Employee Assistance Program:**MINES is the EAP
* **Branding:**   For Mines and Mines ACEP, we are the “wellness coach through Mines.” For Mines TEAM, we are “USCW wellness coaches.”
* **Customer Service:** Mines phone number 800-873-7138

**First session: DETERMINE EMPLOYEE PLACE OF EMPLOYMENT**

* **Before coaching begins, ask each client, “What company do you work for?”**
  + For all FOCO clients, record ‘FOCO’ in the Position section in their profile.
    - Profile is located  when you log in to start your client’s note.
  + Record company name in the “S” section of the SOAP note for all companies including FOCO.
* **City of Fort Collins (FOCO)** **employees (under Mines & Assoc)**
  + USCW is tracking these clients
  + City of Fort Collins (FOCO) employees could work in a variety of different positions, e.g., court clerk, librarian, bus driver, etc. – so if they state their occupation, please ensure you ask if they work for the City of Fort Collins.
  + ***For FOCO only: Send the employee 2 emails: a regular follow-up email and a Coaching Verification email***
  + Coaching Verification email
    - Your client will forward to the Wellness Program coordinator.
    - Coaching Verification email should have “Coaching Verification” in the Subject line
    - Email content, “(name of employee) has completed a coaching session on (date).”

**Explanation of Companies**

**Mines & Associates – 4 sessions**

* All the majority of your clients will be under Mines & Associate which includes all of their company contracts
* **City of Fort Collins-**includes the employees of the City of Fort Collins (FoCo)
* **Vail Resorts: US and Canada**
  + Use Google Voice to call your Canadian clients.
  + [Whistler Blackcomb](https://www.whistlerblackcomb.com/), British Columbia, Canada
    - time zone: Pacific
  + Determining a Canadian client:
    - On the Registration Page when a Mines client registers, they click on a button signifying if they are USA or Canada (only for Mines).
    - “Canada” will show up on the Calendar with their appointment information.
    - See “Canada” on the Info Button.
    - Notified by Account Manager.

**Mines & Associates Team – 5 sessions**

* Mines employees & household.

**Mines & Associates ACEP – 3 sessions**

* Emergency Room physicians who belong to an Emergency Room physician network called “ACEP”.
* ACEP has a 128 page resource on Wellness that you can send to these clients.<https://www.acep.org/globalassets/sites/acep/media/wellness/acepwellnessguide.pdf>

**Company Information**

* **Number of Eligible Employees:** 200,000 eligible participants in a variety of companies, 20 MINES employees plus household members. Mines is an EAP provider.
* **Start Date:** 1/17/18
* **Company ID:** Mines
* **Registration Code:** Today
* **Locations**: Nationwide. Headquarter is in Colorado
* **Time Zone**: All time zones. Headquarter is in Mountain Time
* **Business:** Employee Assistance Program. http://www.minesandassociates.com/
* **Coaches**: new clients: Liz, Julenne, Meghan, Diane, Kaitlyn, Susan McG, Yvette, Mary

keep current only: Sabryna, Susan Marino, Chris

**Mines Landing Page**

**Before a client schedules a 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)

**After schedule a call with a coach:**

Welcome to your on-line scheduling tool!  
  
You currently have an appointment set for <date, time, time zone>.  
  
Please enter your preferred contact telephone number:

Top of Form

   

Bottom of Form

In order to set or change an appointment within 48 hours of today, you will need to e-mail your coach at the following email address to check availability or scroll to a future date on the calendar to directly schedule an appointment. Thank you!  
  
Contact me at <coach email address>   if you need to reschedule your appointment or if you have any questions.  
  
<coach name>  
Your personal wellness coach

Top of Form

**Expired Expiration Date reminder:**

Welcome to your on-line scheduling tool!  
  
We would be happy to help you schedule a wellness coaching session. Your benefit's year has expired. Please contact a Mines & Associates member at 800-873-7138 x0 for an updated authorization. Thank you!

**Mines Autogenerated Emails**

**Confirmation Email**

Hello,

Thank you for scheduling a wellness 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

· (*Mines & Associate*) My name is [COACHNAME], and we get to connect up to four times before your authorization expiration date.

· (*ACEP*) My name is [COACHNAME], and we get to connect up to three times before your authorization expiration date.

· (*Mines Team*) My name is [COACHNAME], and we get to connect up to five times before December 31, 2022.

(*reflects in individual emails)*

· 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 or need additional support beyond the wellness coaching, feel free to reach out by emailing info@minesandassociates.com or by calling 800-873-7138. A MINES Team member will be happy to assist you.

I look forward to talking with you soon!

Respectfully,

[COACHNAME]

**Missed Appointment Email**

**Mines – All groups**

Hello,

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!

Respectfully,

[COACHNAME]

Updated 10/2022