

**BULLETIN BOARD**

**MINES & Associates**

**Account Lead:** 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
  + 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 (expiration date) for Calls**: Varies and can be found by:
  + ‘I’ Info icon
  + in the SOAP
  + pull a report
* **Spacing**:  at least 1 week apart
* **Eligibility:** 
  + NewMINES clients: need to call MINES at 800-873-7138 or log in to the portal [*www.minesandassociates.com*](http://www.minesandassociates.com) to get an authorization code for coaching. 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).
  + Current client expiration date: When the expiration date is approaching, kindly remind client to reach out to MINES to obtain a new authorization number, which will grant them access to 4 additional coaching calls.
    - Messaging: “*You can contact Mines directly at 800-873-7138 extension 0, or conveniently log in to their portal at* [*www.minesandassociates.com*](http://www.minesandassociates.com) *to request authorization for coaching. When you reach out, inform them that you're enrolled in the wellness coaching program and kindly request a new authorization number*.”
  + Please do **not** schedule a coaching session until you are confident the client has renewed their authorization. This will prevent coaching sessions from occurring that will not be eligible for invoicing.
  + If a client tries to schedule an appointment, they will receive a notice asking them to contact MINES for a new authorization. (see below Mines Landing Page).
* If a call is conducted without the client updating their authorization number/expiration date, unfortunately coaches will not be allowed to invoice for that call, as CC360 will not be able to invoice MINES for the session.
* **Scheduling calls**: Log in [www.catalystcoaching360.com](http://www.catalystcoaching360.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 “Catalyst Coaching 360 wellness coaches.”
* **Customer Service:** MINES phone number 800-873-7138

**Coaching program for the different groups**

**DETERMINE EMPLOYEE PLACE OF EMPLOYMENT**

**Before coaching begins, ask each client, “What company do you work for?”**

* + Record company name in the “S” section of the SOAP note.
* **City of Fort Collins (FOCO)** **employees**
  + They are being tracked by CC360
  + 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).”
* **<New Client> 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
* **MINES & Associates Team**
  + This group is for MINES employees & household and receives 5 coaching sessions
* **MINES & Associates ACEP**
  + These are Emergency Room physicians who belong to an Emergency Room physician network called “ACEP” and can have 3 coaching sessions before their expiration date.

**Company Information**

* **Business**: MINES is an EAP across the US
* **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
* **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**: Brian, Cindy, Julenne, Meghan, Mykenzie, Suzy, Diane, Kaitlyn, Susan McG, Yvette,, Mary

**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@catalystcoaching360.com*](mailto:Help@catalystcoaching360.com)*. Thanks!*

**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!*

**Clients whose expiration date is approaching**

*We want to say ‘thanks!’ for allowing Catalyst Coaching 360, your Mines coaching provider, to be a part of your wellness journey!!! As a heads up, wanted to send you a friendly reminder that your authorization date for coaching will expire on <date>. So, to keep the momentum going and continue with your coaching sessions for this next benefit year, all you need to do is reach out to Mines for a new authorization!*

*You can contact Mines directly at 800-873-7138 extension 0, or conveniently log in to their portal at* [*www.minesandassociates.com*](http://www.minesandassociates.com) *to request authorization for coaching. When you reach out, inform them that you're enrolled in the wellness coaching program and kindly request a new authorization number.*

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