



Health Coaching FAQ

What is health coaching?

Sharecare's health coaching is designed to help you reach your health goals one phone call at a time. Our qualified coaches work as a team to give you expert advice, insights and a plan to help you eat healthier, focus on fitness, lose weight, quit using tobacco, manage stress and more. Then, they'll hold you accountable, helping to make sure you stay on track and meet the goal you want to achieve. You can work with a coach to:

- Build a fitness routine you enjoy and can stick with.
- Plan healthy meals for you and your family.
- Determine life stressors and how to better manage them daily.
- Map out a weight-management strategy to help keep you feeling your best.
- Create a plan to help you quit tobacco or vaping for good.
- Spice up your exercise routine or healthy eating plan.

A health coach will listen to your concerns and work with you to overcome setbacks. They'll act as your guide, your cheerleader, your accountability partner and more – right from the first phone call. You can call a coach or use in-app digital support to enroll in coaching or send them a message. The program is private, voluntary and offered to you at no extra cost.

Who are the coaches and what are their qualifications?

Health coaches are trained, qualified experts with degrees in various fields, from nutrition and fitness to psychology and public health education. Coaches get it because they've faced their own health challenges. They've been in your shoes, and they want to share their knowledge and expertise with you. In just one call, a coach will aim to put you at ease and show you exactly what coaching can do for you. You are in good hands with our coaches.

Why should I work with a coach?

Research shows that having accountability can help you more easily reach your goals. A coach is the perfect accountability partner to help you reach your health goals, no matter where you are on your well-being journey.

Coach and get rewarded.

Working with a coach also has its perks. Don't miss out!

Is health coaching confidential?

Yes. You can be open and honest with your coach. What you discuss stays between the two of you and will never be shared with your employer or anyone else.

Who can participate in coaching?

Sharecare's health coaching program is available to all eligible Health Net members.

You don't have to have a specific medical condition or health issue to work with a coach. They can work with you on almost any health or wellness goals you have.

How much time does it take?

During your first call, a coach gets to know you and your goals and helps you find realistic ways to reach them. From there, you'll check in with a coach every four to six weeks – or more, if you choose, in 10 to 15-minute sessions. Calls can be scheduled at a time that works best for you, and you can always call 855-430-5272 and select 2 to speak with a coach. Whatever you need, a coach is there to support you for up to an entire year.

How do I get started?

You have two options:

1. Call 855-430-5272 and select 2. On the first call, you'll be asked questions to confirm your identity, ensuring your information is secure and confidential. You will learn more about coaching and get answers to your questions. We'll schedule your first call with a coach based on your availability and what's most convenient for you.
2. You can also enroll digitally through the Sharecare app! Register or sign-in at healthnet.sharecare.com, then navigate to Achieve, and click on Coaching. You will answer a few short questions and a coach will reach out to you to schedule or complete your first session. It's that easy!

healthnet.sharecare.com

855-430-5272 | Monday - Friday 7:00 AM - 9:00 PM | Saturday 8:00 AM - 4:30 PM

If you require a reasonable alternative to participating in promotions and challenges due to medical necessity or other reasons, please contact customer service at 855-430-5272.

Ongoing support

A coach is with you, every step of the way. Together, you'll work on your custom plan that fits into your daily life and routine. Any coach can pick up where you left off. A coach is one call away, and you also have in-app digital support to ask a coach a question or even schedule a call. As coaching continues, coaches will:

- Listen and help you tap into your motivation and inspiration.
- Set small, specific, achievable steps toward meeting your larger goals that fit your lifestyle.
- Help you through areas of struggle.
- Partner with you to find practical solutions and overcome challenges.
- Hold you accountable.
- Answer your questions and give you educational materials as needed.

Have more questions?

Call **855-430-5272** to learn more or visit healthnet.sharecare.com.

