A little help goes a long way.

WHAT IS HEALTHWAYS WELL-BEING COACHING?

Well-Being Coaching helps you find opportunities to improve your well-being every day. Through convenient phone-based sessions, Well-Being Coaching guides you through healthy behavior changes by building on your strengths. The program is confidential, voluntary, and offered to you as part of your plan benefits at no additional cost to you. You decide if you want to participate and how involved you want to be. All calls are scheduled at your convenience and on your timeline.

With help from your Healthways Well-Being coach you can:

- Better understand and reduce your health risks
- Get answers to your health questions
- Find support to gain more control over your health
- Take small steps to improve your health
- Set goals to reach your healthy best

THE TYPE OF SUPPORT YOU RECEIVE

- **Personalized Counseling.** A trained Health Coach will review your health status, provide answers to your questions, discuss your risks, and suggest possible lifestyle changes, while providing support based on your unique needs.

- **Educational Materials.** Based on conversations between you and a Health Coach, you could receive additional information to help you better understand current or potential health risks.

- **Support and Encouragement.** A Health Coach will stay in touch to help you set or adjust your goals, track your progress, and encourage you along the way.

- **Online Tools.** You also have access to well-being tools and services at Well-Being Connect where you will have access to nutrition and fitness tracking tools, a library of healthy articles and recipes, and more.
WHO CAN PARTICIPATE?
Well-Being Coaching, administered by Healthways, is available to all non-Medicare advantage Blue Cross and Blue Shield of Georgia and UnitedHealthcare members, covered spouses and dependents 18 or older. Dependents 18 or older are not eligible for the incentives. Medicare Advantage and Kaiser Permanente members are not eligible to participate in the well-being coaching administered by Healthways.

WHO ARE THE HEALTHWAYS COACHES?
The Healthways coaching team consists of experienced health professionals who address multiple dimensions of well-being in a family-centered approach which may also include social and emotional factors affecting health. Our Coaches have degrees in various fields:
- Registered Dieticians (RDs)
- Public Health Education
- Exercise Science
- Fitness Management
- Psychology
- Nutrition

WHY SHOULD I PARTICIPATE?
Your health and well-being are important, but sometimes you need a little help to make them a priority. Coaching helps you to better manage any lifestyle habits that could possibly affect your health and the quality of your life. With continued support, a Well-Being Coach will keep you moving along the path to better health.

WHAT REWARDS CAN I EARN?
All non-Medicare Blue Cross and Blue Shield of Georgia and UnitedHealthcare SHBP members and covered spouses who participate in telephonic coaching are eligible for 240 well-being incentive credits. You must complete your Healthways Well-Being Assessment™ before any well-being incentive credits will be awarded. Dependents 18 or older are not eligible for the incentives.

HOW MUCH DOES IT COST?
The program is confidential, voluntary, and offered at no additional cost to you since it is part of your plan benefits.

IS MY HEALTH INFORMATION PROTECTED?
Your personal health information is held in strict confidence between you and Healthways. Your privacy is ensured, in compliance with the Health Insurance Portability and Accountability Act (HIPAA) of 1996. HIPAA prohibits Healthways from disclosing your personal health information without your permission. On each phone call, you will be asked to verify

The 2017 incentives do not apply to Kaiser Permanente or the Medicare Advantage Options.
This information is intended to provide a general overview of some important benefit information. While every effort has been made to make the information here as complete and accurate as possible, SHBP's benefit plans are fully detailed in separate legal documents and are governed by certain Georgia laws, regulations of the Department of Community Health, and resolutions of the Board of Community Health. In the event of any inconsistencies between these materials and the plan documents, laws, regulations, or resolutions, the terms of the plan documents and the governing laws, regulations, and resolutions will control as applicable. The Department of Community Health reserves the right to amend, modify or terminate its benefit plans or services at any time in its discretion.

Healthways administers the Be Well SHBP well-being program for the State Health Benefit Plan. © 2017 Healthways.