



Frequently Asked Questions

Q: What is coaching?

A: Health coaching takes a client centered approach to enhancing well-being through creating and sustaining behavior change. Health coaching honors the fact that each of us is an expert on our own lives. Health coaches partner with clients to help them discover their needs, tap into their internal strengths, environment, and external resources to make sustainable, life-long behavior change.

What makes health coaching different from 'traditional' coaching is that it is self-directed. Meaning, that in your interpersonal relationship with a health coach you will decide your own goals, engage in self-discovery, and learn how to self-monitor your behaviors to promote personal accountability toward your own version of health & wellness. The wellness eCoaching team incorporates the foundations of health coaching into our programs.

Q: Why should I have a coach?

A: Wellness is personal and the steps you take to reach your wellness goals should be personal too. Coaching is designed around YOU – your schedule, your lifestyle, and your goals. We pair you with a coach who provides you with guidance and education to reach your individual goals. Your coach is there to keep you motivated, build your self-confidence, help you solve problems, and keep you accountable.

Q: How often should I email my coach?

A: Frequent communication is key. Participants who are most successful typically email at least 1-2 times per week. The ideal number of emails per week can vary from person to person, so talk with your coach about a schedule that works for you.

If you signing up as a member of Healthy Choice, you will need to send a minimum of one email a week for 20 weeks.

Q: What am I supposed to send in my emails?

A: In your emails, you can send basic information like updates on weight loss and your habits, or more complex thoughts like desires for your physical health and emotional wellbeing. The more you invest in our partnership, the more personalized your conversations become and that leads to more meaningful change.

Q: Why do I keep getting emails every week asking how I'm doing?

A: Those check-in emails are what we call a nudge. If your coach hasn't heard from you in a few days they'll send a nudge to see how you're doing and remind you to continue sending emails to stay active and engaged in the program. We still need emails from you, so keep in mind that these nudge emails are not replacing your messages to your coach.

Q: Will my coach provide me with a workout program or diet plan?

A: We can provide suggestions for general exercise and healthy eating guidelines. However, our team does not provide individualized workout or diet plans as it does not align with the scope of health coaching. EHP does offer other options for receiving nutrition and fitness services. You can find more information at <https://employeehealthplan.clevelandclinic.org/Home/Member-Offerings/Tier-1-Weight-Management>

Healthy Choice Specific FAQs:

Q: How long do I have to complete my eCoaching program?

A: You will have until September 30th, 2022 to complete all of the program requirements.

Q: How will my coach connect with me?

A: Your coach will reach out to you using the email address you registered with.

Q: How do I know what my goal is?

A: Your coach will share your specific goal(s) with you in their first email. Once paired with a coach, you can also see your goal(s) in the Healthy Choice Portal.

Q: What if I want to appeal my health status?

A: If you plan to file an appeal, you must contact EHP do so by **March 31st, 2023**. To contact EHP, please visit: <https://employeehealthplan.clevelandclinic.org/Home/Contact>

Q: Who do I contact if I still have questions?

A: If you have additional questions, please email us at eCoaching@ccf.org