

Connect with a wellness coach today

You can do it.
Your coach
can help.



Your personalized path to better health

Working with a wellness coach can help you to reach your goals with a personalized action plan and one-on-one support. You'll work with the same coach for your entire program, so they can get to know you and help you discover what works for you.

Having someone in your corner can make all the difference

Your coach is there to keep you motivated, track your progress, and celebrate your successes. Wellness coaching can help you:

- Achieve a healthy weight
- Stop using tobacco
- Become more active
- Reduce stress
- Eat healthier

Get started today

Call **1-866-862-4295**, Monday through Friday, from 7 a.m. to 7 p.m. Pacific time to make an appointment. Coaching is offered in English and Spanish,¹ no referral is needed, and there's no charge for Kaiser Permanente members.²

¹Spanish-speaking wellness coaches are not available in Hawaii.

²Information about the coaching services you receive will be included in your electronic health record and accessible by your Kaiser Permanente care team (not available for Kaiser Foundation Health Plan of Washington members at this time).

Kaiser Permanente health plans around the country: Kaiser Foundation Health Plan, Inc., in Northern and Southern California and Hawaii • Kaiser Foundation Health Plan of Colorado • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305, 404-364-7000 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, D.C., 2101 E. Jefferson St., Rockville, MD 20852 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232 • Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc., 601 Union St., Suite 3100, Seattle, WA 98101

Wellness coaching works

"My coach, Kimberli, cares about me – she remembers my circumstances and is interested in what's happening in my life – and she's there to help."

– Terri, lost 40 pounds and kept it off

"On a scale of 1 to 10, my stress level was a 10. Today I am happier and much more confident in identifying specific steps to reduce stress."

– Claudia, learned how to keep stress in check

Wellness Coaching by Phone

Frequently asked questions

Q: What is wellness coaching?

A: With wellness coaching, Kaiser Permanente members can work one-on-one with a wellness coach through convenient phone sessions. A wellness coach gives you personal support to help you reach your specific health goals. And you can check in with your coach regularly to get the help you need to stay on track.

Q: What is a wellness coach?

A: A wellness coach is someone who can help you identify your motivation, build your confidence, and make healthy lifestyle changes. Your coach is specially trained to help you break through barriers that may have held you back in the past. All our coaches are health education professionals skilled in motivational counseling. And they're trained to provide coaching services based on clinical guidelines and adult learning theory.

Q: What topics can I get coached on?

A: Wellness coaching can help you quit tobacco, reduce stress, increase activity, manage your weight, and eat healthier.¹

Q: How does wellness coaching work?

A: You can make an appointment with a wellness coach by calling **1-866-862-4295**, Monday through Friday from 7 a.m. to 7 p.m. Pacific time. No referral is needed. During your first appointment, your coach will ask you questions about your health, and help you assess your confidence and motivation to make healthy changes.

You'll choose the health topic you want to focus on, figure out if you're ready to make changes, and start setting goals for improving your health. Your coach can also connect you with other Kaiser Permanente resources that can help you reach your goals, including classes at our facilities and online wellness programs. (Some classes may require a fee.)

You can schedule your follow-up appointments when it's convenient for you. Throughout the program, your coach will

help you understand your strengths and build on them. You'll also become aware of potential obstacles to your success and learn how to overcome them.

Q: Is there a fee for this program?

A: No. Wellness coaching is offered to Kaiser Permanente members at no cost.

Q: How many wellness coaching sessions will I have?

A: You and your coach will decide on the exact frequency and number of phone sessions based on our coaching guidelines and your specific situation. Your coach may also connect you to other resources that will help you continue making progress with your goals.

Q: Is health coaching offered in Spanish?

A: Yes. We offer bilingual coaching services (English and Spanish).²

Q: Is my personal information secure?

A: We protect the privacy and security of your personal information, including your protected health information, under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and other state and federal law. We use administrative, physical, and technical safeguards, as well as policies and procedures to help protect your information from loss, misuse, unauthorized access, or alteration.

Information about your coaching sessions is included in your electronic health record and can be accessed by your Kaiser Permanente care team (not available for Kaiser Foundation Health Plan of Washington members at this time).

Q: Where can I find out more about Wellness Coaching by Phone?

A: For more information and to make an appointment, call **1-866-862-4295**, Monday through Friday from 7 a.m. to 7 p.m. Pacific time.

¹Kaiser Permanente Washington offers alternative coaching programs for quitting tobacco.

²Spanish-speaking wellness coaches are not available in Hawaii.

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