



Telephone Lifestyle Coaching Overview

Telephone Lifestyle Coaching (TLC) is a telephone-based service to help you work on health goals that you have identified as important for you. This program will teach you how to live a healthier lifestyle today and in the future.

You will work closely with a Coach as you focus on any combination of the following six healthy lifestyle goals:

- Strive for a Healthy Weight
- Be Tobacco Free
- Be Physically Active
- Eat Wisely
- Limit Alcohol
- Manage Stress

As a participant, you will receive scheduled phone calls from a Coach who will check in with you to see how you are doing with your healthy lifestyle goals. *The caller ID will show as: "Toll Free Call 855-698-2852."* You will also receive workbooks to help guide you and provide information to support your coaching calls. You may be asked to read and complete some activities in the workbook to prepare for your coaching calls.

Your Coach will communicate with your primary care/Patient Aligned Care Team (PACT), as needed, to coordinate any referrals or for more detailed clinical follow-up that may be necessary during your participation in TLC.

As an active participant, you agree to:

- Complete the workbook activities suggested by your Coach
- Be available for coaching calls at the times agreed upon with your Coach
- Perform self-care tasks like weighing yourself and tracking your food, drink, and physical activity
- Continue to self-manage your health after you have finished the program

As your partner, your Coach agrees to:

- Work with you to establish appropriate health goals
- Offer strategies and ideas to help you reach your goals
- Assist you in answering questions (*may require contact with clinical team*)
- Give guidance and encouragement as you progress

Your primary care/PACT team agrees to:

- Provide you with an overview of TLC, answer your questions, and address your concerns
- Generate a consult for TLC services
- Address any requests for support from your TLC Coach on your behalf