

Achieve Your Best Health

Health Coaching for Diabetes



What is health coaching?

Health coaching is a voluntary program for members diagnosed with certain health conditions. We take a personalized and tailored approach that helps you manage your condition and cope with everyday issues so you can meet your health goals.

You'll have a personal coach to support, guide and motivate you to make healthy lifestyle changes at your own pace. **Your coach can:**

- Help identify barriers to reaching and maintaining your health goals.
- Personalize your plan for better health.
- Help you find a physician if you don't have one.
- Help you get the most out of your health benefits.

Is health coaching for me?

Health coaching is especially helpful to members who:

- Want to know more about managing their health condition(s).
- Make frequent emergency room visits.
- Use multiple medications for their health condition(s).
- Experience frequent hospitalizations.

Your personal health coach

Your coach will work with you to establish goals for your health, then help you work toward achieving your goals. Each health coach is a health care professional with extensive training and knowledge. Your personal coach is a partner who can guide and support you to make positive lifestyle changes to better manage your health.

We are here for you

We know it's not always easy to make a lifestyle change and stick to it. Our health coaches will ensure you have the information and tools to make the transition to a healthier lifestyle. We also understand that managing a health condition can be complicated. You can feel confident knowing your coach is there to support you each step of the way. Also, your personal information is safe. Your health coach is a professional who respects your privacy and will keep the details of your action plan confidential.

Our health coaches care about you and want to help you reach your health goals. Your coach can provide the encouragement, support and education you need. They can help you identify the barriers that keep you from reaching your health goals, adopt healthy habits that fit your lifestyle and connect you with other helpful resources.

As you take steps to manage your health, you may face challenges. But you can overcome them with the help of your friends, family and our health coaching team!



What do you need to know about diabetes?

Having diabetes means you have too much glucose, or sugar, in your bloodstream. Diabetes occurs when your body does not process glucose correctly, causing it to build up in your bloodstream. There are two types of diabetes: Type I and Type II.

Type 1: Usually diagnosed in children and young adults. Only 5 percent of people with diabetes have Type 1. People who have Type 1 diabetes no longer produce the insulin needed to turn sugar, starches and other food into energy and must use daily insulin therapy or a continuous insulin pump to help control their blood glucose.

Type 2: The most common form of diabetes. In Type 2 diabetes, the body doesn't properly use insulin. This is called insulin resistance. Over time, your body may not be able to produce enough insulin to control blood sugars.



What can you do to keep your symptoms under control?

Monitor your blood glucose. Knowing the goal ranges for your blood sugar is important. One of the best ways to manage your diabetes is to keep track of your blood glucose levels. People who check their blood sugar regularly generally have better control of their diabetes.

Your doctor should also check your blood sugar using an A1c test every three to six months. The American Diabetes Association suggests an A1c of 7 percent. More or less stringent goals may be appropriate for certain individuals. Talk to your provider about your target A1c goal. The American Diabetes Association is an independent organization that provides health information on behalf of your health plan.

Eat smart. Be sure to eat a heart-healthy diet that is low in sodium and rich in whole grains, fruits, vegetables and lean protein. Eating the right amount of carbohydrates for your body can help you manage your blood sugar. Make wise carbohydrate choices (for example, choose whole grain bread instead of white bread) to get the most nutritional value and manage your blood sugar.

Take medications as directed. Your doctor may prescribe medicines to help control your risk factors. Medicines can help treat unhealthy cholesterol levels, high blood pressure and high blood glucose.

Type 1 diabetes. People with Type 1 diabetes require insulin therapy through multiple injections or through an insulin pump. Your doctor will work with you to determine the appropriate dose of insulin you should receive, based on your carbohydrate intake, pre-meal blood glucose and physical activity.

Type 2 diabetes. Your doctor will likely prescribe oral or injectable medicines to help you manage your blood sugar. These medications work best for people who were recently diagnosed or have little to no need for insulin. Over time, you may require insulin to control blood sugars adequately.

When lifestyle efforts, such as weight loss and exercise, have not been effective, metformin is the medication the American Diabetes Association recommends. If you can't tolerate metformin or your doctor doesn't recommend it, other medications may be considered.

Don't neglect your emotional health

Manage stress

Individuals with certain health conditions may be more likely to feel down or depressed, and stress can make any of us feel worse. Take time for yourself, identify ways to minimize your stress and talk to your doctor if you have feelings of depression or anxiety. Here are some tips:

Exercise. Even moderate exercise can help reduce stress and relieve depression.

Relaxation and breathing exercises. Relaxation exercises, like yoga, are proven to help relieve stress.

Relax and communicate. When you feel tired, take a break. And when you feel stressed, talk it out. Sharing your thoughts with others can help.

Think positively. Be mindful of your “self talk” — the mental images you create for yourself.

Don't depend on alcohol, tobacco or other drugs to cope with stress.

If you think you may be dependent on any of these substances, contact your doctor right away for help.



Tackle the blues

When you have a health condition, you may be more likely to feel down or depressed. Depression is common, but treatable. To see if you may need additional support, look over these statements and think about how you've felt in the last two weeks. Check if you have:

- Felt sad or down.
- Not cared about things you liked before.
- Been eating more or less than usual.
- Felt tired.
- Felt anxious.
- Not been able to think or make up your mind.
- Felt like you are not worth much.
- Been sleeping more or less than usual.
- Thought about dying or killing yourself.

If you checked five or more, talk to your health care provider or your health coach about whether you might be depressed. If you are, it's important to get help so you can get back to enjoying life.

“I am so glad we have a program available to us and that I can call with any questions. I think I am doing a good job, but it is nice to know that I can call when I need to.”

– Health coaching participant



Your relationship with your health care team is important

The best thing for preventing complications with diabetes is to develop a good relationship with your health care team, which may include your primary care physician, a dietitian, an ophthalmologist, a health coach and others. Keeping open communication with your health care team is important and helps you play an active role in your care.

During your visit

Questions for your health care team may include:

- Should I test my blood sugar? How often?
- What is my goal range? What should I do if it is too high or too low?
- How can I use my glucose information to better understand and manage my diabetes?
- What diet and lifestyle changes should I make?
- Is medicine necessary? If so, do I need to take my medicine at a certain time of day?
- Are there any side effects to my medicine? Is there anything I can do about them?

Monitor your medications

Your doctor may prescribe an angiotensin-converting enzyme (ACE) inhibitor or an angiotensin receptor blocker (ARB) to help improve your heart health. These medicines help lower your blood pressure, reduce your risk of heart attacks and strokes, and keep your kidneys healthy.

Your doctor may also prescribe diuretics. These medicines work by eliminating excess sodium (salt) and water from your body to help control blood pressure.

If you have been taking these medications for six months or longer, it is recommended that you follow up with your doctor for a serum potassium therapeutic monitoring test and a serum creatinine therapeutic monitoring test to make sure your medications are working correctly.



Participant's Bill of Rights

Health coaches respect the wishes of participants and their family members and recognize that participants have RIGHTS and RESPONSIBILITIES, including the:

- Right to know the philosophy and characteristics of the health coaching program.
- Right to have personally identifiable health information shared by the health coaching program only in accordance with state and federal law.
- Right to identify a staff member and his or her job title, and to speak with a supervisor of a staff member, if requested.
- Right to receive accurate information from the health coaching program.
- Right to receive administrative information about changes in or termination of the health coaching program.
- Right to decline participation, revoke consent or disenroll at any time.
- Responsibility to submit any forms necessary to participate in the program, to the extent the law requires.
- Responsibility to give accurate clinical and contact information, and to notify the health coaching program of changes in this information.
- Responsibility to notify their treating providers of their participation in the health coaching program, if applicable.

Health coaches inform members of these rights and uphold them at all times during the program. All members receive a written copy of these rights and responsibilities within 30 days of program enrollment.

You make the choice

Health coaching is completely voluntary and free.

Your decision to participate will not affect your health benefits in any way. If you decide that having a personal health coach is not for you, you can opt out of the program at any time by calling 855-838-5897. If you have

a problem or complaint during your health coaching experience, you can call 855-838-5897 and ask to speak to the program manager. In an emergency, please contact your doctor or call 911.

**“Thank you for being there for me.
The combination of having you and my
doctor has really turned my life around.”**

– Health coaching participant



Additional resources

For additional information about living well with diabetes, you can contact these resources. These organizations are independent companies or agencies that provide health information on behalf of your health plan.

American Diabetes Association

www.Diabetes.org

Juvenile Diabetes Research Foundation

www.jdrf.org

Mayo Clinic

www.MayoClinic.org/diabetes

National Institute of Diabetes and Digestive and Kidney Diseases

www.niddk.nih.gov

U.S. Department of Agriculture's MyPlate

www.ChooseMyPlate.gov

These links lead to third party websites. Those companies are solely responsible for the contents and privacy policies on their sites.



The information contained in this brochure is for educational purposes only. It does not represent a standard of care. Your physician must determine the appropriateness of the information in light of all your circumstances. It is important to discuss options with your physician when deciding on the best treatment for you.

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