

Condition Support to Help You Live Well

If you've been diagnosed with a chronic condition, our Condition Support program provides you with information and support to take charge of your health.



About the Program

When you're living with a chronic condition, it helps to have reliable resources for information, support, and someone to hold you accountable as you make lifestyle changes. We're here for you. This program offers you the opportunity to talk with a registered nurse or registered dietitian on a regular, ongoing basis for health and wellness coaching.

Here's what you can expect throughout the program:

- You'll learn what you can do to take care of your health and discover what makes you successful.
- We'll guide you in setting health goals that are clear and meaningful to you—and help you stay on track with those goals.
- You'll receive information about medication, health, nutrition, and fitness.
- You'll discover new ways to overcome challenges life throws your way.

Participation Details

As your health insurance company, we receive claims from your doctor for the services you receive, which include a diagnosis to explain those services. We look for specific diagnoses that match with the services that Condition Support offers. This is how we identify eligible participants for the program, and participation is voluntary. There's no additional cost to participate, and you may opt out at any time.

Health Coaching to Support Your Success

To help you reach your wellness goals, you have the option to work with a health coach. Your health coach will be a PacificSource registered nurse or registered dietitian—or possibly both, depending on your individual needs. We ask that you commit to working with your health coach for three months.

Working with a health coach allows you to learn more about your condition when you need it. Together, you and your coach will discover your strengths, successes, motivations, support systems, and obstacles. Coaches help you to create a clear picture of what you would like for your best health, discover your strengths, and learn what really drives you.

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Idaho

Direct: (208) 333-1596
Toll-free: (800) 688-5008

Montana

Direct: (406) 442-6589
Toll-free: (877) 590-1596

Oregon

Direct: (541) 684-5582
Toll-free: (888) 977-9299

TTY

Toll-free: (800) 735-2900

En Español

Direct: (541) 684-5456
Toll-free: (800) 624-6052
ext. 1009

Email

cs@pacificsource.com

PacificSource.com



If you choose to participate in health coaching, your coach will:

- Help you identify your goals and priorities
- Increase your knowledge about treatments and self-care for your condition
- Work with you to set weekly action items

Health coaching sessions are done by phone at a time and place that works for you.

To get the most from coaching:

- Schedule your call during a time when you are able to comfortably talk about your health and wellness.
- Stay engaged in the conversation, and avoid multitasking.
- Enjoy the time. How often do you get to talk with someone about your personal health goals? Take this time for you, to focus on your self-care.

If you choose to work with a registered nurse or registered dietitian as your health coach, we'll send your doctor or other healthcare provider a letter to inform them about your enrollment in the program and contact with a health coach. We encourage you to share any of the information from this program and your health goals with your provider.

Learn More about Condition Support

If you want to learn more about our Condition Support program, check eligibility for health coaching, or schedule your initial consultation with a registered nurse, we're here for you. Contact us at yoursupport@pacificsource.com or call us at **(888) 987-5805**.

The Condition Support program is meant to be a cooperative effort between you, your healthcare provider, and your PacificSource nurse or health coach.