

USG WELL-BEING PHONE COACHING



It can be tough to manage your health goals all by yourself. That's why we offer free access to dedicated health coaches who can talk to you on the phone and help you make a plan for getting healthier.

Whether you're looking to improve your eating habits, sleep better or manage a health issue like diabetes, our health coaches are here for you. And they're only a phone call away. Isn't it about time you focused a few minutes on you?



Sign in to your USG Well-being account at ourwellbeing.usg.edu to get started.
For questions, email support@virginpulse.com or call **833-724-4874**.

To receive the credit, you must be a current full-time employee or spouse enrolled in a USG healthcare plan during the pay period in which the credit is paid.



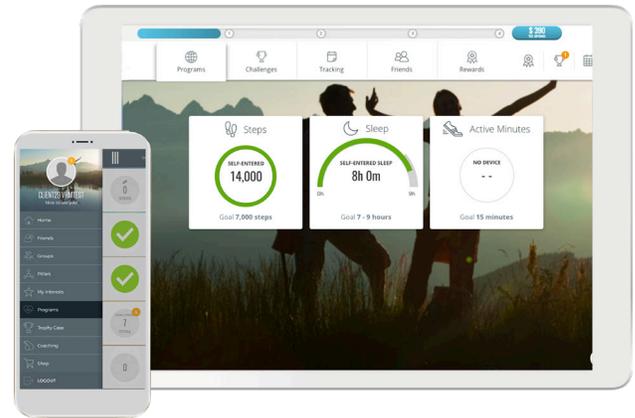
Ready to get started? Follow these easy steps:

Step 1

Sign in to your USG Well-being account.

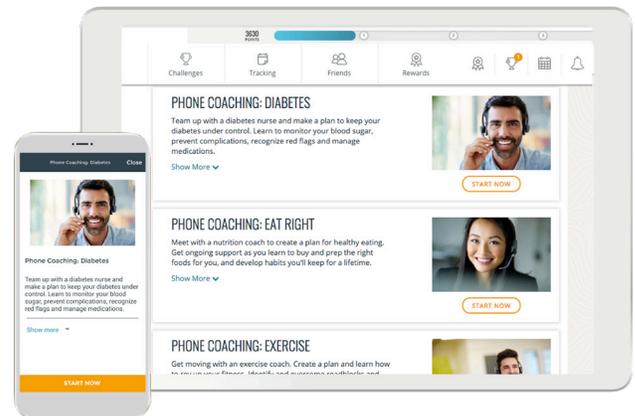
Step 2

Choose the **Programs** tab. You'll see programs that are recommended for you based on your health assessment results. Or choose **ALL** to see all programs available to you.



Step 3

Scroll down, find the topic you're interested in and choose **START NOW**.



Step 4

Find a date with available times on the calendar and choose the time that fits your schedule.

Don't have the app?

Download it today from the App Store or on Google Play.



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Attend your first coaching session

The first session lasts 30 to 45 minutes and will help you build a meaningful relationship with your coach. During the phone call, you'll:

- Learn about your coach's background and experience.
- Get an overview of the process and expectations.
- Share what you hope to gain from working with a coach.
- Talk about your past health, any medicines you take and if you have a primary care doctor.
- Discuss the habits or behavior you'd like to change.

Choose a SMART goal

Your coach will guide you as you explore your strengths, barriers, support network and interests—all to help you achieve the goal that matters most to you. With your coach's help, you'll choose a SMART goal, a goal that's:

- Specific.
- Measurable.
- Achievable.
- Realistic.
- Time-based.

Then you'll work with your coach to find the small steps you can take to make progress toward your goal.

At the end of each session, your coach will help you schedule your next appointment. These ongoing, follow-up appointments last about 15 minutes.

Continue your coaching sessions

During your follow-up sessions, you'll update your coach on your progress and plan other steps to help you stay on track. For example, you might cover:

- Roadblocks and how to overcome them.
- How your goal impacts your total well-being.
- If you need to adjust a goal or create a new one.

Work between coaching sessions

Keep working toward your goal by using USG Well-being! Sign in to start tracking a new habit, like eating a healthy breakfast or adding more vegetables to your plate. Or participate in a step challenge to get more exercise. Your health coach can point you in the right direction.

Completing the coaching experience

You can choose to stop talking with your health coach at any time, but to officially complete the coaching experience you and your coach should agree that you:

- Have made progress toward reaching your goal.
- Know your health numbers and how they relate to stress, eating healthy, exercise, blood pressure, blood sugar, weight and more.
- Understand your medicines and when to take them.
- Know when to follow up with your doctor for any lab tests, treatments and preventive care.
- Have seen an improvement in your symptoms and health numbers.
- Feel confident and able to go forward on your own — by creating goals and using USG Well-being's tracking tools.



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