



Living Well Louisiana offers you

24/7 access to health information and support

If you have an ongoing health condition, you probably have questions about it. Maybe you are wondering if you should see your doctor about a new symptom you are having. Or maybe you did not understand everything your doctor said during your last visit.

Your doctor is the best source of information for help managing ongoing health conditions, but it is not always easy to get in touch with him or her. That's why OGB is excited to offer you Living Well Louisiana, a health management program administered by Health Dialog®. Living Well Louisiana gives you telephone access to health coaches, 24 hours a day, 7 days a week, at no additional cost to you.

Health coaches are specially trained health care professionals, such as nurses, pharmacists, respiratory therapists and dietitians. Their job is to provide health information and support to people like you.

You can call a health coach when you need:

- Caring support from someone who has the time to listen to you and answer your questions.
- Support to help you make important treatment decisions.
- Help understanding medical test results.
- Help deciding what questions to ask during your next visit with your doctor.
- Help understanding a difficult-to-follow treatment plan.

If you have diabetes, heart disease, heart failure, asthma or chronic obstructive pulmonary disease (COPD), enroll in this program today.

Call a Living Well Louisiana health coach at 1-800-383-0115. Remember, health coaches are available 24/7, so call any time.

OGB will soon offer reduced co-payments to eligible Living Well Louisiana participants.

OGB will waive the \$1,200 out of pocket maximum, so eligible participants will be able to purchase all medicines directly related to treating diabetes, heart disease, heart failure, asthma or chronic obstructive pulmonary disease (COPD) at a reduced co-payment. This means eligible Living Well Louisiana participants will pay only \$15 for brand name medicines and \$0 for generic medicines on all applicable prescriptions.

Call a
Living Well
Louisiana
health coach at
1-800-383-0115

See reverse for information about how a health coach can help ●●●●▶

How a health coach can help

The following is an example of how a health coach can help.

A health coach helps Randy with diabetes and cholesterol.

Randy*, age 28, has diabetes and has struggled with his weight all his life. He has gained 20 pounds over the past year. He wants to look better and be able to play with his son, but does not want to bother his doctor. Randy gets a letter from Living Well Louisiana about their 24-hour **no-cost** health coaching service for OGB plan members with ongoing health conditions and decides to call.

Health coaches are trained health professionals such as nurses or dietitians. They can answer questions about health conditions and treatment options, and help Randy create a plan to reach his health goals.

Randy calls health coach Lisa and enrolls in the program.

On the phone, Lisa and Randy talk about:

- How it is important to control his weight and diabetes.
- How people with diabetes have a high risk of heart disease.
- How he should have his cholesterol checked.

Lisa and Randy talk about his test results.

After talking to Lisa, Randy goes to see his doctor. Randy's doctor tells him that his blood sugar is on track, but his bad cholesterol (LDL) is very high. Randy's doctor wants him to make an effort to lower his cholesterol. Randy's doctor also prescribes him medicine to help lower his cholesterol (sometimes called a lipid-lowering medicine).

Randy and Lisa talk 3 times the next month and Lisa sends Randy materials on:

- Healthy food choices.
- Exercise.
- A video on how real people manage their diabetes.

Lisa and Randy stay in touch.

Randy is happy with the changes he has made. Lisa and Randy plan to talk again in six months, unless Randy needs to talk sooner. Randy feels better knowing he can call Lisa when he needs extra help.

This is just one example of how a health coach can help. If you have any health questions or concerns about your ongoing condition, call a health coach today at **1-800-383-0115**. Calls are not shared with your employer.



Living Well Louisiana

Health management program administered by Health Dialog
6 Bedford Farms Drive, 1st Floor, Bedford, NH 03110

Health Dialog