



## At-Risk Coaching



### Making an Impact

Telligen's At-Risk program identifies members with risk factors for developing a chronic disease to keep them from moving to a chronic disease state. Additionally, we identify individuals with stress or anxiety that will benefit from stress management coaching. Our solution provides education and coaching tailored to the member's specific risk factors in order to slow the progression of their emerging disease. Healthy behaviors can be learned, and sustained, leading to a healthier workforce and potential avoidance of high medical costs if their disease state would have progressed.

*Research indicates individuals with a high number of metabolic risk factors (3+) experience a 1.6 times increase in healthcare costs. And, for each additional risk factor not addressed, costs rise an additional 24 percent.*

Identifying and engaging these members is critical because they are typically not supported by a disease management program. In addition, traditional wellness programs typically spend only an average of 70 minutes a year with the member; Telligen's coaches spend an average of 3 hours a year and 8 member interactions, focused on educating members to successfully reduce their specific risk factors.

## PROGRAM RESULTS BY THE NUMBERS



40% Improvement  
of Metabolic  
Syndromes



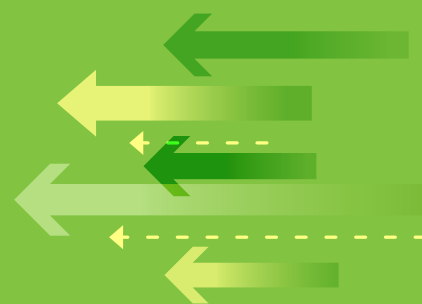
43%  
Improvement  
on Waist  
Circumference



41%  
Improvement  
on BMI



48%  
Improvement  
on Triglycerides



## How it Works

We use data analytics (claims and biometrics) to identify individuals with three or more risk factors for developing a chronic condition who will clearly benefit from health coaching. Additionally, we identify individuals with stress or anxiety that will benefit from stress management coaching. Our certified health coaches work with your members and their family to understand their risks and create a culture of trust and support to promote behavioral change. Together, the health coach and member will create an actionable health plan and monitor progress so health is maintained and costs are managed.



Telligen Health Coaching is an ongoing, collaborative program between the member and their health coach. Throughout the program, the coach and member will communicate regularly telephonically and through Telligen's health app to assess needs and set goals. The Telligen health coach will provide support and education throughout the experience. When health actions are met, the health coach and member will re-assess the member's needs and, if needed, create a new health action plan.

*My health coach's compassion, knowledge and understanding helped me achieve a successful lifestyle. I am now walking daily, monitoring my blood pressure and eating a balanced diet. I am extremely happy to see that Telligen takes the time to help their members in time of difficult health situations.*



## The Telligen Difference

- Dedicated health coach
- Motivational interviewing
- Enhanced treatment of metabolic syndrome (3 or more risk factors) above traditional wellness coaching
- Detailed initial assessment and evaluation of readiness to change
- Member-centric health action plan
- Personalized and customized educational materials
- Re-assessment and support ongoing based upon progress related to health action plan and clinical indicators
- Staff expertise with diverse clinical and educational knowledge, leading to improved outcomes for your members
- High member satisfaction
- Stress and anxiety management and coaching are tied into every Telligen health solution

**For more information, contact Ami Bolles (Strategic Account Management)**



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