

Telephone Lifestyle Coaching for Veterans



OptumServe is proud to support the Telephone Lifestyle Coaching (TLC) program, which is a custom lifestyle coaching program designed for Veterans through a partnership between the Veterans Health Administration (VHA) National Center for Health Promotion and Disease Prevention and the VHA Office of Rural Health. The program focuses on empowering Veterans to take charge of their health and engage in health behaviors that promote well-being, prevent illness and reduce the burden of chronic conditions.

A holistic Veteran-centered approach

The TLC program is an evidence-based lifestyle behavior change coaching model. The coaching is done over the phone, which eliminates the need to visit a medical center or community-based outpatient clinic. This gives Veterans the freedom to participate when and where they desire.

The Veteran's TLC experience includes:

- Up to 10 calls, initiated by the coach
- Scheduled coaching calls at times that are convenient to Veterans
- Connecting, one-on-one, with a coach who will explore what matters to the Veteran and work with them on their goals for healthy living

TLC locations

With plans to launch TLC in more localities in 2020 due to the need and success experienced among Veterans, the Telephone Lifestyle Coaching program is currently offered in 32 locations across the United States.

TLC addresses the following behaviors:



Striving for a healthy weight



Eating wisely



Being physically active



Managing stress



Limiting alcohol

About OptumServe

OptumServe is the federal health services business of Optum and UnitedHealth Group (NYSE: UNH). We are proud to partner with the Departments of Defense, Health and Human Services, Veterans Affairs and other organizations to help modernize the U.S. health system and improve the health and well-being of those we collectively serve.

Current locations include:

VISN 1

- VA Boston Healthcare System, Boston, MA

VISN 4

- Butler VA Health Care System, Butler, PA

VISN 6

- Durham VA Medical Center, Durham, NC

VISN 7:

- Augusta VA Medical Center - Uptown, Augusta, GA

VISN 8

- West Palm Beach VA Medical Center,
West Palm Beach, FL

VISN 10

- VA Ann Arbor Healthcare System, Ann Arbor, MI

VISN 15

- VA Eastern Kansas Health Care System: Topeka, KS,
Leavenworth, KS
- Kansas City VA Medical Center, Kansas City, MO
- Robert J. Dole VA Medical Center, Wichita, KS
- Marion VA Medical Center, Marion, IL
- John J. Pershing VA Medical Center, Poplar Bluff, MO
- VA St. Louis Health Care System, St. Louis, MO

VISN 16:

- Gulf Coast Veterans Health Care System, Biloxi, MS
- South Central VA health Care Network, Alexandria, LA
- Veterans Healthcare System of the Ozarks,
Fayetteville, AR
- G.V. Sonny Montgomery VA Medical Center,
Jackson, MS

VISN 17:

- VA North Texas Health Care System, Dallas, TX

VISN 19

- VA Medical Center and Ambulatory Care Clinic,
Fort Harrison, MT
- Oklahoma City VA Health Care System,
Oklahoma City, OK
- VA Eastern Colorado Health Care System, Aurora, CO

VISN 21:

- VA Sierra Nevada Health Care System, Reno, NV
- VA Southern Nevada Healthcare System, Las Vegas, NV

VISN 22:

- VA San Diego Healthcare System, San Diego, CA
- VA Loma Linda Healthcare System, Loma Linda, CA

VISN 23

- Fargo VA Health Care System, Fargo, ND
- Royal C. Johnson Veterans Memorial Medical Center,
Sioux Falls, SD
- VA Black Hills Health Care System, Hot Springs, SD
- Minneapolis VA Health Care System, Minneapolis, MN
- VA Central Iowa Health Care System, Des Moines, IA
- Iowa City VA Health Care System, Iowa City, IA
- VA Nebraska Western Iowa Health Care System,
Omaha, NE
- St. Cloud VA Health Care System, St. Cloud, MN

A Veteran's journey to healthier living using TLC

1

Discuss behavior change and TLC

Health care team member and Veteran discuss:

- Health behavior change
- Option of TLC
- Whether Veteran is interested, informed and ready to enroll
- Options for healthy lifestyle goals and preferred phone number and time window for coaching calls

Health care team member generates consult for TLC services.

2

Veteran is enrolled in TLC

- TLC coach receives Computerized Patient Record System (CPRS) consult
- Coach calls Veteran at preferred time and phone number
- Coach and Veteran complete enrollment and schedule the next call
- Coach documents enrollment call in CPRS to complete the consult

3

Veteran participates in TLC

- Veteran completes up to 10 coaching calls over several months, scheduled at their convenience, including evenings and weekends
- Coach completes CPRS note for each coaching call
- Veteran may call coach as needed
- Coach and Veteran make arrangements for follow-up after participation has ended

4

Veteran completes participation

- Coach documents final coaching call in CPRS
- Veteran completes a 6-month assessment
- Veteran may choose to enroll in additional rounds of coaching to continue working toward their healthy lifestyle goals
- Veteran will receive follow-up support from their VA health care team

Delivering results

OptumServe aims to deliver the best experience to Veterans. Our skilled behavioral coaches undergo training from VA to help them appreciate the values and needs of Veterans.

They strive to build strong relationships with Veterans and to deliver excellent results to all Veterans. To date, the program has an overall satisfaction score of 94%.

94%

Satisfaction
score

Learn more about TLC:

prevention.va.gov/TLC

Connect with OptumServe at
optumserve.com/contact to learn
more about how we help Veterans
live healthier lives.



11000 Optum Circle, Eden Prairie, MN 55344

OptumServe is a trademark of Optum, Inc. All other trademarks are the property of their respective owners. Because we are continuously improving our products and services, Optum reserves the right to change specifications without prior notice. Optum is an equal opportunity employer.

© 2020 Optum, Inc. All rights reserved. WF2256918 12/20