Definition
Every day, we are faced with decisions that affect our health. Some of them, such as diet and exercise choices, are so small we may not even be aware of them or recognize them as significant. Others, such as medical tests and procedures, or surgery, may be more complicated.

Where can you turn when you have a health care decision to make? Through the ConnectionsSM Health Management Programs you can receive Decision Support services. This is just what it sounds like. Health Coaches are available to help members make informed health care decisions—whether you are facing a significant medical decision or have an every day health concern.

How It Works
Getting the facts about your condition, learning about treatment options and their pros and cons, is the first step. Through health care professionals called Health Coaches you can get information about health issues 24 hours a day, 7 days a week. Your personal Health Coach can provide the information you need over the phone as well as through informational mailings, web sites, and videos.

Tools and Videos Available
• Healthwise® Knowledgebase – an online encyclopedia of health information available through www.amerihealthexpress.com

Educational Resources Available by calling 1-800-275-2583
• Audio library
• Video library
  Topics include: Informed Health Care Consumer, Back Pain, Breast Cancer, Cardiac, Weight Loss Surgery, Women’s Health, Prostate Cancer
• Other print materials

Health Coaches
• Health professionals such as nurses, dietitians, and respiratory therapists
• Accessible 24 x 7 x 365
• Comprehensive and confidential information and support

Outcomes
Start to take an active role in managing your health today. With information and support from Health Coaches through the Connections Health Management Programs, you can become an informed health care consumer, be more confident participating in your health care, and develop a good working relationship with your health care provider for years to come.