

Weight Loss Surgery Coaching Program

Phone coaching program FAQ

General Questions

What is HealthPartners weight loss surgery policy?

- Surgery candidates must complete a weight loss surgery preparation course prior to surgery. The course is free of charge and fulfills certain medical policy requirements for members meeting the qualifying BMI, who were evaluated by the weight loss surgery program and selected for surgery.

Why is this required?

- Experts and research find that advice and support on diet, physical activity and lifestyle changes-both before and after surgery-is related to greater weight loss success. This program does not replace any visits with your surgeon or staff. It supports your preparation for surgery, between clinic appointments.

Does everyone who is going to have surgery need to enroll?

- Yes. You must complete at least five sessions before surgery and are strongly encouraged to join our bariatric group coaching phone program post-operatively.

How do I register?

- Your surgical team submits a referral to HealthPartners for you. A health professional will then contact you to register and schedule your phone sessions.

How long is the course? Do I have to wait for my surgery to complete this program?

- The course covers material pertinent to pre-and post- surgery. You are required to complete five phone sessions prior to surgery. These sessions are meant to occur during the same period of time you are completing clinic appointments. When implemented as designed by the medical policy, completion of this program should not delay the determination of your surgery date. This program is designed to support you as you work on lifestyle changes. In order to achieve this, we schedule and complete one session approximately every two weeks.
- You'll talk with health coaches with expertise in weight loss surgery, including Registered Dietitians, Health educators and exercise specialists. We allow 30 minutes for each session.
- For questions specific to the coaching program (not relating to medical coverage), please call us at 1-800-720-1687.

What hours are available for these sessions?

- Sessions are available Monday-Friday between 8 a.m. and 6 p.m. CT.

Are there exceptions?

- Yes, if your surgeon indicates one of the following, the phone program is not required:
 - A serious health condition, such as a transplant, diabetes complication, malignant hypertension or Pickwickian syndrome.

- Please see your medical coverage for details and call Member Services with any questions.

Do I have to pay for the course?

- No, the course is provided at no fee to you

HealthPartners phone course questions

How will I benefit by participating in this course?

- Maximize your success in overall weight loss
 - This course is designed to help you prepare for surgery to maximize your chances of long-term success. It encourages you to begin making behavior changes early – as this is shown to increase your chance of keeping the weight off. Research shows that for those who practice healthy bariatric lifestyle changes early and lose weight prior to surgery, there's an increased likelihood of more weight loss after surgery.
 - The higher your BMI, along with the associated health conditions (ie-hypertension, diabetes, etc.) – the higher your surgical risk. These increase the likelihood of pulmonary complications and wound infections. Even modest weight loss prior to surgery can result in substantial improvements in your pulmonary function, blood glucose control, blood pressure, and blood pressure.

How is my course completion tracked?

- Your completion is tracked internally by HealthPartners.

Is the HealthPartners program the only option to meet this requirement?

- Yes