Marquee Health Coach FAQ

1) Where can I find log in info for websites that I use frequently?
    a. This document lives here: **M: Marquee Health Operations > Login Credentials**
2) Why do we use Survey Monkey and how do I access it?
    a. We house various Health Coaching Assessments.
        i. Initial Health Assessment – this intake is sent out to members who newly enroll in health coaching. Marquee direct clients utilize this. Some groups do not (WellRight, CHC, Propel).
        ii. Tobacco Questionnaires – this questionnaire is sent to members who enroll in tobacco cessation program only. Marquee direct clients utilize this. Some groups do not (wellright, chc, propel)
        iii. Satisfaction Survey – this is sent out to members who are engaged in coaching at appropriate intervals to gauge their experience with the program.
        iv. Exit Survey – this is sent out to members when coaching ends for a member to gather info about their experience with the program.
        v. Tobacco Follow Up - this is sent to members 3, 6 and 12 months after they complete a tobacco cessation program.
        vi. To retrieve completed surveys reference the document **"Marquee Health Program Manual.Questionnaire and Assessment Retrieval"** it lives here: **M: Marquee Health Coaching > Health Coaching Protocols.**
    b. Go to the Log In Credentials document for website and UN and PW. Only two can be in the site at once, so when you attempt to log in it will prompt you for a Code. The code is generated when you log in and sent to coaching@mywellportal.com
    c. Downloading the Survey Monkey app to your phone allows you to access the site without any issues to download any completed satisfaction and exit surveys.
3) Where can I find information about our Client/ Partner Groups?
    a. You can find a running list of all Client Groups here: **M: Marquee Health Clients > Master Client List**. This is updated by Client Services.
    b. **CoachSpect** has our Client groups with information. Click on the hyperlink name of any client group to find the saved information.
    c. You can also explore each Client Group's folder. Client folders are listed by Partner Group. Client folders live here and are updated by Client Services : **M: Marquee Health CLIENTS.**
4) Where do I report on my coaching activity?
    a. The first place that you will track all of your coaching activity is in the Coaching Portal "CoachSpect". I call it the Coaching Portal.
    b. Special reporting is tracked in various locations. Here are the main ones, there may be others, and these may be removed as well at some point.
        i. UBreathe (tobacco cessation): Many of our client groups utilize our UBreathe tobacco cessation program as their Reasonable Alternative Standard. You will find the majority of individual Client reports that you will update with completions and other info in real time here: **M: Marquee Health Coaching > Outreach_RAS_Other_Tracking >RAS UBreathe Tracking**. You will search by

Partner Group and then by Client Group to find the current report. If there is a report for UBreathe that is not housed here, you will find info on where to report in CoachSpect.

ii. We provide a lot of customized reports to our Client Groups. The vast majority of these reports are on 1 workbook and it lives here: **M: Marquee Health Coaching > Outreach_RAS_Other_Tracking > Coaching_Program_Completions> Report_Program_Completions_MyRewrds_Other**. This is a large Document with tabs for special reporting for our Client Groups. They are listed from left to right in alphabetical order. As the reports are closed out, the are moved to the far right of the workbook. This document is updated in **real time** as you are working with your coaching members and is incredibly important. Please be careful when working in this document as deletions or changes are saved. Please close out of it as soon as you are done updating what you need to update.

iii. Special spots for Reports. There are some reports that were initially saved in different spots and have just remained there.

1. Dyno Nobel – We provide monthly coaching activity reports in separate documents. These live here: M: Marquee Health Clients > Marquee Health > Dyno Nobel> Coaching Reports. These are saved by year and month. Coaches update at the end of each calendar month to indicate if their assigned members were active.

5) What is the Call Log?

a. The Call log is where we track phone calls from members to our various Health Coach Lines. The Call Log is EXTREMELY IMPORTANT. It is extremely important that it is filled out correctly. Please refer to the document/email on the Call Log. It lives here: **M: Marquee Health Operations > Health Coach Line Call Log**

6) Where can I find information on our Member Engagement Protocols?

a. Our Member Engagement Protocols detail out our process for engaging our coaching members. Please find it here: **M: Marquee Health Coaching > New Coach Onboarding Materials> Marquee Health Coach Manual.Member Engagement Protocols.**

7) What is eConnect?

a. eConnect is our Video Coaching Platform see **M:Marquee Health Coaching > Health Coaching Protocols >eConnect Info**. Client groups that utilize our website have a direct link within the member portal for requesting Video Coaching Sessions. This is available to ALL members across ALL Client groups. For information on helping a coaching member utilize the eConnect platform who does not use our website (for example WellRight groups, WGU, Propel Groups) please find instructions here: **M: Marquee Health Coaching > Health Coaching Protocols > eConnect New User Registration.**

8) What is "Outreach"?

a. Outreach for Marquee Health Consists of targeted campaigns at the Client level to reach out by various methods (phone, mailers, email) to members for several purposes. Each outreach campaign is assigned out via email to coaches with specifics around intent, logistics around schedule, call scripts, and all relevant information. We track all this activity using Excel Sheets. The vast majority of this Activity is tracked in the following location: **M: Marquee Health Coaching > Outreach_RAS_Other_Tracking.**

   i. Most Outreach is High Risk or some variation and Client Reports are found here: **M: Marquee Health Coaching > Outreach_RAS_Other_Tracking > High Risk Tracking>**
   ii. Always refer to the Logistics Email that is sent out for each Outreach Campaign to confirm where to report.

9) What are USuite Program Emails?
   a. USuite refers to our coaching programs. We offer 13 different focus areas that members can enroll in. We have created Emails for these programs that health coaches can use as templates or starting points with their members. Please read through them before sending out. Please customize to meet the needs of your coaching members. They live here: **M: Marquee Health Coaching > USuite Program Emails**.
      i. There are some Welcome Emails and Sample emails saved in this folder as well. We want to build this so we don't have to reinvent the wheel each time we email a member.
      ii. Please refer to Webinar on using the USuite emails in your coaching. It lives here: **M: Marquee Health Coaching > Health Coaching Protocols > Email Coaching Using the USuite Emails.**