

VITALSURANCE

Wellness coaching



We want to make sure our customers do not feel alone when it comes to improving their health and wellbeing. Our Wellness Coaching Programme* matches customers with their own personal qualified wellness coach to provide individualised guidance and support to empower them to make lasting lifestyle changes. This programme is offered as part of our International Health & Wellbeing optional module.

The areas of focus:

The coach will partner with you to identify a specific wellness goal that is important to you, and will support you in building a wellness plan around the following areas of focus:

- Weight management
- Healthy eating
- Fitness and exercise
- Sleep
- Stress management
- Tobacco cessation



Get in touch

Address

Vitalsurance
20801 Biscayne Blvd, Aventura,
FL 33180, U.S.

Website

www.vitalsurance.com

Email

info@vitalsurance.com

Call

Inside & Outside the U.S.
+1 305-766-3657 | 305 317 4736
786 923 0276

Social Media



The process

Customers will have access to 6 confidential coaching sessions per focus area per period of cover.

The coaching sessions are delivered via telephone or video call which means you can access it from the comfort of your own home and can be scheduled at a convenient time for you, based on time zone and language preference.



Initial Call (5-10 minutes)

To begin the process, simply call our Customer Care team who will transfer you through to our chosen coaching provider. During this initial call, a wellness consultant will collect your demographics, confirm eligibility, and will schedule the action plan call with a coach – typically within five business days.



First Session – Action Plan Call (45 minutes)

Your coach will call you at the scheduled appointment time. During this initial session, you'll work with the coach to create your wellness vision. You'll agree on what goals/experiments you'll be working on between sessions. The next session is scheduled.



Second – Sixth Sessions (20 minutes each)

Your coach will call you at the scheduled appointment time. The coaching conversation will focus on reviewing progress, modifying experiments, and building your self-efficacy to promote lasting lifestyle change.



Outcome Session (5-7 minutes)

This session occurs six to seven months after the action plan call. A wellness consultant will contact you to collect satisfaction information and outcome data related to your wellness focus area. You may be offered additional coaching support and sessions if this is something you desire.

