



## Health and Wellness Resources

### Live healthier with VitalCare

At Scott & White Health Plan, it's not just about copayments and claim forms. Because we're also your friends and neighbors, we truly care about your overall health and well-being. That's why we created VitalCare.

VitalCare is a unique resource that combines individual health support with personalized lifestyle management programs and vital information to help you take charge of your health. Best of all, VitalCare is free, completely voluntary, and confidential.

We encourage you to make the most of VitalCare's convenient and valuable services such as the nurse advice line, health risk assessment, online lifestyle management programs, disease and condition guidance programs, and shared decision making resources.

#### VitalCare Disease and Condition Guidance

Through VitalCare, you have free access to a Health Coach by phone anytime, day or night. Your Health Coach is specially trained to provide you with health information and support on over 65 different diseases and conditions.

VitalCare Health Coaches have on average 10 to 15 years of experience and are trained, caring health professionals, such as nurses, respiratory therapists, or dietitians. They are available 24/7 to answer your questions. Your Health Coach will support you and your family as you work with your doctor to make the best health choices. Start a conversation today at **877-505-7947**.



What can you expect from the program?

- **A no-cost resource to help you manage your health.** This service is part of your existing plan and is offered at no extra cost to you.
- **Ongoing support from your own personal Health Coach.** After your first talk, your Health Coach will give you his or her personal number, which you can call as often as you like. If your Health Coach is not available when you call, you can talk to another Health Coach or leave a message. Your Health Coach will call you back.
- **Videos and brochures.** If appropriate, your Health Coach will send health videos and brochures to your home – **at no cost to you.**

# Health Support



Through VitalCare you have free access to a Health Coach by phone or web anytime, day or night.

## VitalCare Nurse Advice Line

If you or one of your dependents is ill or injured, you can contact the VitalCare nurse advice line at **877-505-7947**. The nurse advice line is staffed 24 hours a day, every day of the year. Our nurses can offer health coaching to help you take care of yourself at home or can help determine if an appointment, an urgent care visit, or an emergency room visit is most appropriate for your symptoms.

## VitalCare Health Education Audio Reference (HEAR) Library

For those who want to listen to information about a health topic, Scott & White Health Plan offers the Health Education Audio Reference (HEAR) Library, with over 300 English-language and 25 Spanish-language topics. To listen to information on a health topic, call **877-505-7947** and select option 2. You can hear a list of topics there, or you may go to the ERS/Scott & White Health Plan website at [ers.swhp.org](http://ers.swhp.org) and select Wellness/Value Added Services to find a list of topics.

## VitalCare Dialog Center

What is the Dialog Center? It's an online health and wellness site that complements personal health coaching. The Dialog Center contains:

### › The HealthWise® Knowledgebase

- Look up information on medical conditions, tests, and drugs.
- Watch videos made by patients and/or doctors.
- Use interactive tools such as quizzes and calculators.
- Check on symptoms you may be having through the Symptom Checker.
- Look up information on Support Groups.
- Read information in English and Spanish.

### › Shared Decision-Making® through Health Crossroads

- Shared Decision-Making® Programs contain unbiased information organized around Preference-Sensitive Decisions. For example: Should I have knee surgery or manage my condition non-surgically?

- Includes medical opinions reflecting different points of view.
- Shares the experiences of real patients who made different choices when faced with the same decision.
- Programs are designed to help members have meaningful dialog with their doctor about their options.
- Topics range from breast and prostate conditions to back pain and heart disease.

### › Health Coach Message Center

- Send secure email to a Health Coach,
- Receive messages from your Health Coach,
- Bookmark information you receive from your Health Coach so you can find it easily.

Members may register to use the Dialog Center by going to the ERS/Scott & White Health Plan website at [ers.swhp.org](http://ers.swhp.org) and selecting the Disease Management link.

# VitalCare Online Resources



## VitalCare Health Risk Assessment (Succeed®)

VitalCare Succeed® is an online health risk assessment. It is designed to identify basic information about your health. It includes questions concerning your family's health history, your personal health history, substance abuse, stress/coping, physical activity, and nutrition.

After completing the assessment, you will receive a report that includes a response to each of your answers. Each response consists of an explanation and advice that may help you with your health choices.

To begin your online assessment, visit the ERS/Scott & White Health Plan website at [ers.swhp.org](http://ers.swhp.org). Select Wellness/Value Added Services link.

## VitalCare Lifestyle Management Programs

We help support healthy choices by providing individual personalized plans that fit your life.

**VitalCare Relax.®** Address your unique sources and symptoms of stress with a stress management strategy developed just for you.

**VitalCare Nourish.®** Receive strategies for making smart food choices and a nutrition plan that fits your lifestyle.

**VitalCare Breathe.®** Learn to deal with cravings, boost your motivation, and decrease your dependency.

**VitalCare Balance.®** Gain a positive self-image through a personalized weight management and physical activity plan.

**VitalCare Care™ for Your Back.** Get strategies, videos, and exercises designed to help you care for your back.

**VitalCare Overcoming™ Depression.** Live a fuller life by learning ways to help manage your depression.

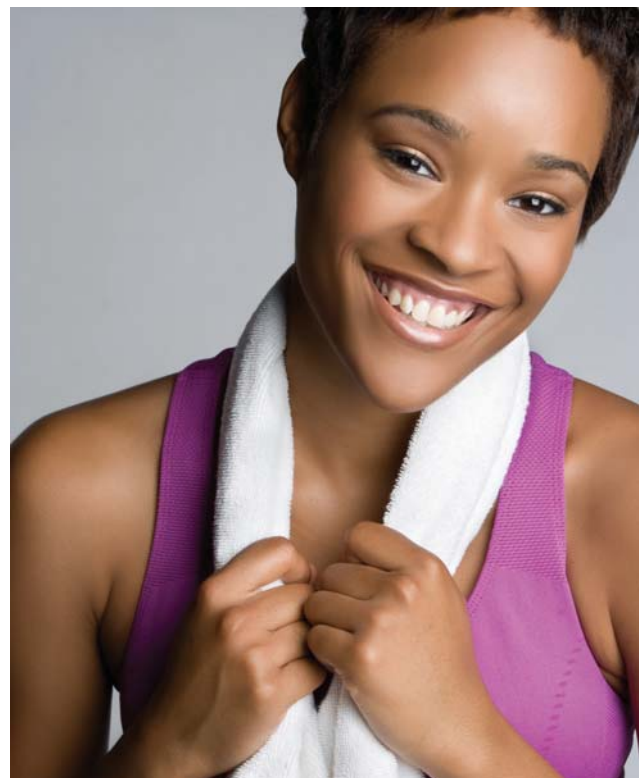
**VitalCare Care™ for Your Health.** Discover the skills you need to take better care of your health and get back to living.

**VitalCare Overcoming™ Binge Eating.** Explore your relationship between food and your emotions to free yourself from your compulsive overeating.

**VitalCare Overcoming™ Insomnia.** Learn techniques that address your specific problem and discover healthy, restful, stress-free sleep.

**VitalCare Move.™** Live a more active life by making exercise an essential part of your daily routine.

To participate in any of the lifestyle management programs, visit the ERS/Scott & White Health Plan website at [ers.swhp.org](http://ers.swhp.org) and login to MyPlan. Select "VitalCare Lifestyle Management Programs" then select "Coaching Sessions."



# Sales and Service Locations

## **Bryan/College Station**

3000 Briarcrest, Suite 422  
Bryan, Texas 77802  
(979) 268-7947 • (800) 791-8777  
Monday - Friday, 8:00 a.m. - 5:00 p.m.

## **Georgetown**

204 S. IH-35, Suite 100  
Georgetown, Texas 78628  
(512) 930-6040 • (800) 758-3012  
Monday - Friday, 8:00 a.m. - 5:00 p.m.

## **San Angelo**

1131-B Knickerbocker Road  
San Angelo, Texas 76903  
(325) 659-1403 • (800) 782-5068  
Monday - Friday, 8:00 a.m. - 5:00 p.m.

## **Temple**

1206 West Campus Drive  
Temple, Texas 76502  
(254) 298-3000 • (800) 321-7947  
*Call 24 hours per day, 7 days per week*  
Walk-in Monday - Friday, 8:00 a.m. - 5:00 p.m.

## **Waco**

American Plaza  
200 W. State Highway 6, Suite 300  
Waco, Texas 76712  
(254) 756-8000 • (800) 684-7947  
Monday - Friday, 8:00 a.m. - 5:00 p.m.

TTY 800-735-2988



**SCOTT & WHITE**  
**HEALTH PLAN**

**The one Texans trust.**

**ERS**

EMPLOYEES  RETIREMENT  
SYSTEM OF TEXAS