



Foodsmart Telenutrition FAQ

(Foodsmart launches January 2023)

What is Foodsmart telephonic nutrition counseling?

Telephonic/virtual nutrition counseling is an opportunity to consult with a registered dietitian who will offer personalized guidance on nutrition. Whether you have a specific goal in mind or are generally looking to feel better, they will meet you where you are, answer questions, and work with you to develop a plan.

Much like meeting with a physical therapist for musculoskeletal repair or recovery, or a psychologist for mental health support, a dietitian is your go-to expert and supportive partner to making sustainable eating behavior changes.

Who can participate in the Foodsmart telenutrition program?

All Maricopa County employees can take advantage of the Foodsmart program. Unfortunately, the Foodsmart program is not available to contractors and interns.

How much does it cost to schedule a visit?

The County is providing two (2) telephonic/virtual visits to you for free!

Can I continue seeing my Foodsmart dietitian after my 2 free telephonic visits?

If you'd like to continue to work with a registered dietitian beyond the two free phone calls, you have options:

- Foodsmart has a self-pay option that offers monthly dietitian visits for \$69/month (one visit per month). Foodsmart's team of patient care coordinators can help you determine if you are covered when you book your next appointment.
- If you would like to continue nutrition counseling with a registered dietitian using your medical plan coverage, please call the number on the back of your plan's ID card for coverage and potential billing/copay information.

How can I schedule an appointment?

Instructions for how/where to schedule your appointment will be sent out when the program launches.

Can I earn credit toward my Wellness Incentive by completing two phone calls/virtual visits with a Foodsmart registered dietitian?

Yes! Starting January 2023, if you are enrolled in a County medical plan and you complete two (2) phone calls/virtual visits with a Foodsmart registered dietitian, you will earn credit for one "Your Choice" Activity.

To earn your Wellness Reward, you will still need to complete the Health Check Survey and one more "Your Choice" Activity by December 31, 2023. Visit the [Wellness Portal](#) for the list of rewarding activities and to check your activity status.

When will I receive incentive credit after I complete my two phone calls?

You will receive credit for one "Your Choice" activity approximately two weeks after your second phone call. 1

Is my personal health information kept confidential?

Yes, your privacy is our priority. Anything you share with your Foodsmart dietician is kept strictly confidential. Foodsmart does not share your personal health information with other third-party vendors or with Maricopa County.

When you enrolled into County benefits, you agreed to share your name, email address, employee ID, gender, and date of birth with County benefits and wellness vendors. Virgin Pulse uses this information to ensure that you and only you earn the Wellness Incentive when you complete the rewarding activities. This same information will be shared with Foodsmart to verify your eligibility and ensure that you receive activity credit for completing your two phone calls.

If you have any questions or concerns, please contact the County Employee Benefits and Wellness Division at 602-506-1010.

What should I expect from an initial visit with a Foodsmart registered dietitian?

Meeting with a dietitian for the first time can be nerve-racking. But rest assured, our dietitians aren't here to give you lots of rules to follow or overwhelm you with too much information.

During your first visit, you'll take our NutriQuiz to assess baseline nutrition and then talk with your dietitian about your history, preferences, and goals. Your dietitian will be getting to know you better and will answer any questions you have. They'll develop an initial plan to help you start making progress.

Watch [this video](#) to hear from Maddie, one of our dietitians, as she explains more about what you can expect during your initial visit.

What types of goals can Foodsmart's dietitians help with?

Whether you are trying to manage a specific diet-related health condition, lose weight, eat well on a budget, prepare for a marathon or are generally looking to feel better, your dietitian will meet you where you are and work WITH you to create small, achievable goals and provide customized tools and resources to help you succeed and keep you on track in your journey to better health!

What is the difference between a dietitian and a nutritionist?

Remember: a square is a rectangle, but a rectangle is not a square? Similarly, a dietitian is a nutritionist, but a nutritionist is not a dietitian. A registered dietitian is the only clinically trained and licensed nutrition professional recognized nationally. They complete at least 4 years of school, 1200 internship hours, a national credentialing exam, and maintain continuing education. In contrast, there are no national qualifications to become a nutritionist. We choose registered dietitians to ensure the most credible nutrition guidance is available to you.

Do I get to choose my dietitian?

Absolutely! You're creating a relationship with your dietitian so it's so important that you work with someone you identify with. You can browse our network of dietitians and read through their experience and specializations and then select someone you'd like to work with.

How long is a dietitian visit?

Dietitian visits are either 30 or 60 minutes to allow ample time to assess where you are currently, talk through concerns, and create a plan. The first call is typically 60 minutes and the follow up call is 30 minutes.

Who do I contact if I have questions?

If you have questions about the Foodsmart program, the Wellness Portal, or your Wellness Incentive activity status, you can call the Wellness Portal Helpline at 866-941-2143.

If you have general program questions, please email wellness@maricopa.gov.