

Program Overview and Getting Started Guide

The Healthy Choice Program is a voluntary discount program from the Employee Health Plan (EHP) that rewards you for taking action to manage your health. The program also provides resources to help you save on health care costs and support your overall wellbeing. When you participate and meet your goals, you'll become eligible for big savings on your health plan premiums – up to 30%. Have a spouse on your health plan? They can participate too, and together you could achieve your best discount.

The program begins each year in January. To get started, you'll need to submit some health information, view your health status and follow your personal program requirements – which are listed inside your Healthy Choice portal account. If you join and participate for at least six months and achieve all of your goals by the final deadline, you'll be eligible for a discount the following year.

Follow these steps to get started:

1. Create a Healthy Choice Portal Account

Your portal account is a valuable tool to help you stay on track and meet your goals. Use your health plan ID and date of birth to create your account and login.



Download the **EHP Healthy Choice app** from the App Store (for Apple devices) or Google Play (for Android devices). Don't have a smart phone or tablet? To get started, go to clevelandclinic.org/healthplan.

Have a spouse on your health plan? To comply with HIPAA, they need to create their own account (using their own email address, health plan ID and date of birth), and follow along with these steps. If they're not a caregiver, don't worry, you can access the EHP website and portal from any device with an internet connection.

All health plan members have a one-time \$55 credit in the portal, to use toward the purchase of an activity device. Login to your portal and select "Device Store" to learn more.

2. Submit a Health Visit Form



This form must be completed by a licensed health professional (MD, DO, NP, PA) at your Primary Care Provider's office. The Health Visit Form is required for:

All first-time participants

If you've had a primary care office visit within the last two years, and lab work (lipid panel) in the last three years, results can be submitted from that visit. Contact your provider to ask if they are willing to complete your form, based on that information. A visit copay will apply if the provider is not tier 1.

—OR—

Those with an "UNKNOWN" health status on the portal

The health plan recommends that you see your Primary Care Provider for a well visit every two years. If you see a tier 1 provider, your health data will be saved in your electronic medical record and used to determine your health status in the program. Occasionally, the health plan may need to request some health information. Check your portal in January every year. Your portal will indicate if an updated Health Visit Form is required. To print a copy, go to clevelandclinic.org/healthplan.

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3. View your Health Status & Personal Program Requirements



After your form has been submitted, go to your Healthy Choice Portal to view your health status and Personal Program Requirements. This is important because your health status and Personal Program Requirements will explain exactly how you need to participate to earn credit toward your premium discount.

[Learn more about HEALTH STATUSES in the Healthy Choice Program](#)

If your health status says **CHRONIC CONDITION:**

You have been identified with at least one of these six chronic conditions:

- Weight (BMI at or above 27)
- Hyperlipidemia (High Cholesterol)
- Hypertension (High Blood Pressure)
- Asthma
- Diabetes
- Nicotine/Tobacco use

You'll need to join a Coordinated Care Program to manage your condition(s) and track your goals. Some members in the weight management and/or hyperlipidemia program will need to participate in an eCoaching program. Nicotine/tobacco users will need to join an approved nicotine/tobacco cessation program. View your personal program requirements in your portal to learn which programs apply to you.

NOTE: *If you do not agree with your diagnosis, you must contact the health plan to request an appeal before you can start participating. If you're enrolled in Coordinated Care, contact your Care Coordinator to make this request.*

If your health status says **HEALTHY:**

You'll need to track your physical activity with an approved activity device that is linked to your portal account. Your goal is to reach 180,000 steps or 900 minutes of physical activity each calendar month, for any non-consecutive six months from Jan. 1 through Sept. 30.

NOTE: *If you are new to Healthy Choice and want to get started, you can start participating with an activity device, but your participation will not count until we determine if you have the Chronic or Healthy status.*

If your health status says **UNKNOWN:**

The health plan was unable to determine your current health status. Ask your provider to complete and sign a Health Visit Form and submit it as soon as possible, so we can assign your Health Status.

Do you have one of the six chronic conditions but your Health Visit form hasn't been completed yet? Call 216.986.1050, option 2, to find out if you can enroll in the programs that apply to you. For nicotine/tobacco cessation, call 216.448.2247, option 2.

4. Start participating

START

Now that you understand what you're supposed to do, it's time to get started.

To earn full credit, you must start participating by Mar. 31 and meet all the goals that are set for you by Sept. 30. To earn partial credit, you must start participating by June 30 and meet all the goals that are set for you by Sept. 30.

View your Personal Program Requirements inside your portal for complete details.

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5. Finish strong by the final deadline – Sept. 30





Sept. 30 is the final day to participate in Healthy Choice.

View your Personal Program Requirements inside your portal for a detailed explanation of how to complete your program requirements by the final deadline.

How your premium level is determined

At the end of the program each year, your premium discount will be determined by your participation. If you cover a spouse, their participation will be combined with yours. Your discount will be applied to the following year, beginning Jan. 1.

UNDERSTANDING HEALTHY CHOICE PREMIUM LEVELS		
Premium Level	If you have Employee Only coverage 	If you have a spouse covered on the Employee Health Plan 
BRONZE (plan's standard, and highest, premium)	Earned NO credit	Both earned NO credit
SILVER 7.5% discount	N/A	One earned PARTIAL credit and one earned NO credit
GOLD 15% discount	Earned PARTIAL credit	Both earned PARTIAL credit —OR— One earned FULL credit and one earned NO credit
PLATINUM 22.5% discount	N/A	One earned FULL credit and one earned PARTIAL credit
DIAMOND 30% discount	Earned FULL credit	Both earned FULL credit

Caregivers or spouses who have questions about Healthy Choice can call the One HR Service Center at 216.448.2247 or toll-free at 1.877.688.2247. Option 2. **Remember:** HIPAA regulations apply to questions you ask about the members of your household covered by the Health Plan.

Under HIPAA, EHP like other health insurers, is permitted to access health data for the purposes of claims payment, health program development and treatment coverage. As with any of our healthcare plans and programs, plan member privacy is protected in full compliance with HIPAA.

For more details about our privacy policies, visit: <https://employeehealthplan.clevelandclinic.org/Privacy-Policy.aspx>