

Cleveland Clinic Employee
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Finding Fitness at the Hardware Store: A Healthy Choice Success Story

Have you ever had an “ah-ha” moment?

For Mark, an Employee Health Plan (EHP) member who participates in the Healthy Choice discount program, it happened a couple of years ago.



On Groundhog Day of 2018, you could say that he saw his own shadow.

He saw things he wanted to change.

He wanted to be healthier. Enough was enough.

He had tried a variety of programs over the years, but nothing clicked until he committed to a daily routine.

This was the day.

He was ready to lose weight and change his eating habits.

He was inspired by his grandchildren. He wanted to have more energy to enjoy time with them and with his entire family.

Today, Mark is a success. He lost 60 pounds! He drinks water and walks every day — even through the winters.

Mark likes to walk outside every morning. On colder days, you’ll find him walking the aisles of his local hardware store before work.

The hidden benefit of doing that?

Mark gets the best deals, hours before any other shoppers even get out of bed!

His most recent catch? A great deal on a grill for his son.

Another secret to Mark’s success is an accountability partner.

He works with Melanie, his Care Coordinator, and is always excited to share his victories with her.

In this health journey, Mark says he feels better about himself, enjoys shopping for clothes and is thrilled that his doctor no longer recommends blood pressure medication.

At 60 years young, Mark is an inspiration to us all.

Are you ready for your “ah-ha” moment?

Join Healthy Choice and start your wellness journey.

Visit clevelandclinic.org/healthplan or call 216.448.2247, option 2.

If you would like to share your story, contact Dawn Tussel at tusseld@ccf.org. You could receive a device store gift card if featured in our newsletter. ■

2020 Healthy Choice Program – Temporary Changes Due to COVID-19

The Health Plan is listening to your concerns about participation in the Healthy Choice Program during this pandemic. We are focused on your health, safety and well-being. This year, we are making temporary changes to accommodate our members where feasible.

Following are the major modifications made to the 2020 Healthy Choice Program.

- 1. Your 2021 premium discount level will remain the same as what you earned for 2020, unless you work toward earning an even greater discount level (up to Diamond).** If you are already Diamond, we encourage you to continue working on your goals as usual. If you are not Diamond, you will either maintain your current premium discount level, or you can participate in the program toward a greater premium discount level for 2021.
- 2. The participation deadline of the program year has been extended to Nov. 30, 2020.** This additional time addresses the pandemic's disruption to accessing providers. Members must visit their providers to complete health visit forms as well as for final reporting of required vitals such as weight or labs if working for a better premium level.
- 3. The EHP is giving members two months of participation this year.** This means members must participate for four months by Nov. 30. Get started no later than July 31, and meet all your goals to be eligible for the best discount level in 2021. ■

What does this mean for Open Enrollment and PTO Trade for Benefits?

Some caregivers choose to trade in paid time off (PTO) to offset the cost of benefits. PTO Trade for Benefits takes place shortly after Open Enrollment in the fall. Because the Healthy Choice participation deadline is extended this year, some caregivers won't see their 2021 health plan premium level until December. This means they may end up trading in more PTO to cover the cost of benefits than is needed. Total Rewards will work with caregivers to address this at that time. More information will be available during the Open Enrollment period. Keep in mind that any other

benefits decisions you make during Open Enrollment cannot be changed later in the year unless you have a life event change.

A detailed list of frequently asked questions relating to these changes can be found on our website at clevelandclinic.org/healthplan. ■

Healthy Choice Portal Mobile App Now Available

Great news! Now it is even easier to keep track of your Healthy Choice goals and information. The Employee Health Plan has launched the EHP Healthy Choice portal mobile app and it is now available in the App store (iPhone and Apple devices) and Google Play (Android users). Just search for "EHP Healthy Choice".

If you already have a Healthy Choice portal account, you can log in with your current ID and password; if you do not have an account, select "Create account" and follow the directions – you will need your EHP ID number and date of birth. After you log in, the app will provide a menu of views and links that will navigate you to information about your participation in Healthy Choice. ■

Employee Wellness Offers Virtual Fitness

During this challenging time, the Cleveland Clinic Employee Wellness team has been providing virtual fitness classes via Facebook. Workouts include cardio, core, stretching and strength sessions.

The Employee Wellness Facebook group is private, and you will need to join to access this free content. Remember to follow the standards in our Social Media Group policy. ■

Medical and Prescription Drug Updates

COVID-19 Related Benefit Coverage Changes

In March the Employee Health Plan posted expanded benefit coverage related to the COVID-19 pandemic. Each month EHP has been monitoring the federal and state requirements related to coverage and is now able to return to the standard coverage for the following services effective July 1, 2020.

Therapy and Chiropractic Services:

EHP removed the visit limits on certain therapies and chiropractic services to accommodate access difficulties as a result of COVID-19. The standard limits are now being reinstated. This means that if you are receiving any of these services, your visit count will start at 0 on July 1, 2020.

- The coverage for Occupational, Physical and Speech Therapy is 35 visits per calendar year. The first 20 visits are covered at 100% of the allowed amount after a \$10 co-pay; the remaining 15 visits are covered at 50% of the allowed amount.
- Chiropractic office visits have a limit of 20 visits per calendar year. The first 10 visits are covered at 100% of allowed amount after a \$35 co-pay; the second 10 visits are covered at 50% of allowed amount (children under 16 require prior authorization)

Pharmacy Services:

- As a result of the stay-at-home order, EHP lifted the edit preventing members from refilling maintenance medication prescriptions too early, which allowed members to refill medications early in anticipation of quarantine. The EHP is now turning the early refill edit back on. Effective July 1 you will not be able to obtain an early refill without the approval of the EHP Pharmacy Management team. Contact them at 216.986.1050 or toll free 888.246.6648 if you require an early refill.
- Generic Tamiflu will be covered at 100% with no copay. The brand Tamiflu, Relenza and Xofluza, will no longer be covered. Members will pay 100% of the discounted rate.

Change in Diabetes Pump/Supplies Coverage as of

April 1, 2020

Prior to 4/1/2020, the standard Durable Medical Equipment (DME) coverage of 80/20% applied to diabetes pumps. Pumps require prior authorization and one of the medical necessity criteria for approval was that you had to be in Diabetes Coordinated Care. The EHP has changed the criteria. If in the prior authorization process a person is approved for a pump, the coverage is 80/20% if not in coordinated care. If they are in coordinated care, the coverage is 100%. The supplies are still covered at 80/20%, but if the member actively participates in the Diabetes program and meets the program goals and maintains them, they will be eligible for reimbursement of the 20% co-insurance on their insulin pump supplies.

New Tier 1 Provider for Diabetes Supplies

JMR Medical, Inc., a Solara Healthcare company, is now contracted as a Tier 1 provider for the Cleveland Clinic and Akron General Employee Health Plans. JMR offers another option for diabetes supply management. In addition to JMR, the EHP has two other durable medical equipment companies who offer diabetic supplies: Edgepark Medical Supplies and Health Aid of Ohio, Inc.

Contact information for these three companies can be found at www.CHNetwork.com. ■

Sign Up for MyChart

The COVID-19 pandemic has changed the way Cleveland Clinic interacts with patients, and we are increasingly relying on technology to help practice safe social distancing. With MyChart you have the ability to access your care team from the comfort and safety of home.

MyChart is Cleveland Clinic's tool to keep you connected with your care team. You can schedule in-person and

virtual visits, track your test results, message your care team and more. Coming soon, you'll also be able to complete your registration and pay your bill in MyChart.

Not signed up for MyChart? Activate your account today at clevelandclinic.org/mychart. ■



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Important Health Plan Information