



## Healthy Choice Update: Frequently Asked Questions during the Covid 19 Pandemic

The mission of the Healthy Choice program is to help our participants live healthy lives. We are here to support your health and wellbeing.

In the rapidly changing healthcare environment around COVID-19, it is more important than ever to stay focused on your health and the health of your families.

As this situation unfolds, the Employee Health Plan (EHP) will be reviewing the program's criteria:

- We will make changes given the closure of fitness centers and Weight Watchers at work.
- We will look at delays in appointments that postpone health visit forms, and other program access issues.

Please check your Healthy Choice Portal account for the standard program requirements and wait for future instructions regarding proposed program changes. We are in this together and will work diligently to make the appropriate alterations to support the continued success of each participant in the Healthy Choice Program.

We are thoughtfully considering all your questions submitted to date. We appreciate your understanding as we prioritize our focus on preventing, containing and supporting COVID-19 efforts at every level within Cleveland Clinic for our caregivers and our community.

### Frequently Asked Questions:

**Q: My health status is “healthy” and I use the Cleveland Clinic Fitness Centers or Akron Lifestyles Centers to obtain a premium discount. What should I do now that these gyms are closed?**

A: You can use an activity device to qualify for a discount. If you do not already have an activity device linked to the Healthy Choice Portal, [click here](#) and follow instructions.

**Q: My routine appointment got cancelled or I cannot schedule a routine appointment until further notice. How can I join the program if I can't get my Health Visit Form completed?**

A: If you already know you have a diagnosis, contact Coordinated Care at 216.986.1050 to join the program related to your diagnosis. Everyone can create a Healthy Choice Portal account and link to an activity device. Strive to reach 150,000 steps or 900 activity minutes a month. Create your account and link your activity device [by clicking here](#) and following instructions.

**Q: Why can't you just give us the level of premium we had last year?**

A: The mission of the Healthy Choice program is to help people stay fit and active, and control their chronic conditions if they have any. To that end, premium discounts act as an incentive and are a reduction in the base premium that applies for our insurance benefits. If we freeze premium discounts to last year, we lose that incentive and more importantly, we unfairly remove a chance to lower the premium to those that are working hard at our programs, and unfairly keep the premium discount on those that may no longer be participating in the program. Program definitions and requirements help keep decisions fair.

**Q: What are some things I can do to ensure I am in the best position to reach my goals and earn my discount?**

A: There are steps you can take to keep progressing to your goals. If you haven't created a portal account, create one. If you know you have a chronic condition, call Coordinated Care at 216.986.1050. Check your Healthy Choice Portal frequently to make sure your activity device is connected. Read any communications from EHP and contact us with questions. We are here to support you in achieving your goals.

**Q: Weight Watchers canceled their At-Work and Community meetings. Are there any other options for weight management that I can use right now?**

A: Weight Watchers has announced they will be conducting virtual workshops, starting March 19, 2020. Information was sent to current members via email. Want to join WW? [Learn more and sign up](#). You can also join e-Coaching.

**Q: What is Cleveland Clinic Wellness e-Coaching?**

A: Get paired with a Cleveland Clinic Coach (a real person!) who will work with you on your goals and communicate with you directly through email, text, and virtual visits on your time. Information may include tips and guidance on nutrition, physical activity, sleep, and much more! [Learn more and sign up](#).

We will continue to communicate answers to your questions. Thank you for being proactive in taking care of your health.

Updated 3/19/2020