Take note: eCoaching transitions to new messaging platform in June!

Cleveland Clinic Wellness eCoaching, a Healthy Choice program that supports weight loss and tobacco cessation to eligible members, will soon transition from email-based communications to a new messaging platform available via a mobile app and web browser. All eCoaching communications between participants and their health coaches will transition to the new platform starting June 12.

Upon invitation, participants will be able to activate their account on the platform. Once logged in, members can send and receive messages from their health coach at any time. Other features include:

- Health coaches can send reminders, motivational messages and educational materials directly to participants.
- Participants can track their progress and receive personalized feedback from their health coach.
- Participants can also access vision and goal setting, progress tracking and a learning library of resources all in one central location.

Why is eCoaching moving away from email communication?

Although email has been an easy way to connect with a health coach, it also has its limitations. With this transition, participants will have more visibility of their progress, as well as easy access to educational resources and their message history, all within one convenient and secure system.

If I am already enrolled in eCoaching, will I need to migrate over to the new app?

Yes, if you are working toward completing your participation and metric goals for your eligible eCoaching program, on June 12 you will receive an invitation with instructions on how to transition to this new way to communicate with your health coach. You will be able to access the platform on a mobile device or tablet via an app, or on a computer via a web browser.

Please note this change will not impact the program’s communication requirements. Any weekly emails that you have already sent will be included in your weekly communication total toward 2024 participation and transition to weekly “messages” in the new platform for the remainder of the program.

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HEALTHY CHOICE UPDATES (continued)

• If you registered for eCoaching on or before March 31, 16 weeks of emails and/or messages are required for full participation credit.
• If you register for eCoaching between April 1 and June 30, 10 weeks of emails and/or messages are required for partial participation credit.

I am eligible for eCoaching but have not yet registered. How do I enroll?

Enroll in any eligible Healthy Choice programs, including eCoaching, through the EHP Healthy Choice portal: https://ehp.motionconnected.com/mc1ccemhlog.aspx. Once the eCoaching team has received an enrollment, they will reach out initially by email with instructions on how to connect with a health coach to start working toward 2024 metric and participation goals. The deadline to enroll in Healthy Choice for the opportunity to earn partial credit toward a discount on 2025 health plan premiums is June 30, 2024.

The eCoaching team recognizes change can be exciting yet challenging. They are dedicated to making this transition as seamless as possible and will offer many ways to connect with their team to support you through the transition. If you have any questions, please contact eCoaching@ccf.org.

Does the new eCoaching platform replace the Healthy Choice portal?

No. Healthy Choice participants enrolled in eCoaching should continue to use the separate Healthy Choice app for additional EHP messages and updates.

Healthy Choice Portal – what’s in it for you?

The Healthy Choice portal provides you with the resources and information you will need to be successful in reaching your goals. Think of it as your communication engine for your personal program. In this one-stop-shop you can:

• check your health status for this year.
• view your program requirements and enroll in any applicable programs.
• connect an activity device and view your monthly activity stats.
• view goals and progress for a chronic condition you are managing.
• stay up to date with important communications from the Healthy Choice team.
• view the various resources to support you through your well-being journey.

What are you waiting for? If you haven't already created a portal account, follow the instructions in the enrollment guide on page 4. You can also access the portal via the button in the top right of the homepage of our website at https://employeehealthplan.clevelandclinic.org.
Health coach inspired Denise to become one herself

Denise Fowler’s work with her health coach was so life-changing that she decided to become a health coach, too.

“I originally joined Healthy Choice eCoaching as a requirement for the Employee Health Plan program to save money,” says Fowler, who is a patient access representative at Cleveland Clinic Mercy Hospital. She was already in the middle of her health improvement journey when she joined.

“I quickly realized how helpful the program would be to keep myself motivated and disciplined,” she says.

Fowler’s program goal was to lose six pounds. She ended up losing 41 pounds.

“I’m now at a healthy body mass index for the first time in my life,” says Fowler. “I couldn’t have done that without support from Delaney Housos, my Health Coach.”

A personal champion and partner

Housos took time to understand Fowler’s goals and challenges and then guided her to making lifestyle changes.

“Denise and I instantly clicked and soon developed a strong partnership,” says Housos. “Denise was open to new ideas and perspectives on health and wellness. We tackled obstacles together and celebrated wins along the way.”

This helped keep Fowler motivated. She made healthier choices, including becoming more active by walking and running, and finding a new love – pickleball!

“Delaney was my personal champion and partner,” says Fowler. “Because of this experience, I wanted to help others achieve their health and wellness goals, so I became a health coach. Now I get to help others experience the same joy and freedom.”

Fowler says continuing to be committed to healthy choices remains a daily challenge between holiday gatherings, busy days and goodies at work.

Fowler leaves us with this advice:

“Make small, attainable goals to lead you to your ultimate goal. Just focus on the next step. If you feel lost, remember why you started. Progress over perfection!”

Support matters. Know what’s available: EHP members striving to lose weight or stop smoking may participate in our Healthy Choice eCoaching program, described above. There’s also Coordinated Care, wellness programs and more for EHP members.
There’s still time to join Healthy Choice and earn a discount

Act now and enroll by June 30 to have the opportunity to earn credit toward a partial discount on your 2025 health plan premiums. Follow the instructions in the Enrollment Guide below.

1. Create a Healthy Choice Portal account
   - Scan the QR code to download the app. Use your health plan ID and date of birth to create your account and login.

2. Check your ‘Health Status’
   - Log in to the Healthy Choice Portal to view.
   - Check your Health Status and personal program requirements.

3. Submit your Health Visit Form (if needed)
   - If your status is “Unknown,” download the Health Visit Form under Wellness Resources.
   - Ask your primary care provider to complete the form and return it to EHP.

4. Enroll and participate in your applicable program
   - Start participating and meet your goals to earn full or partial credit toward your premium discount for the following calendar year!

Questions? The EHP team is here to help. Contact us at 216.986.1050, option 3, or visit our website at http://www.clevelandclinic.org/healthychoice for more information.
Cleveland Clinic Children’s coming to Akron, Ohio

This fall, Cleveland Clinic Children’s will offer pediatric primary and specialty care in a newly renovated space in the Akron Broadway Medical Office Building located at 676 South Broadway Street in Akron, Ohio. In addition to routine pediatric care, they offer pediatric specialists in heart care, digestive disease and much more. Their team of pediatricians, nurses, physical therapists and child life specialists are here to support you.

Until this new location opens, Cleveland Clinic Children’s also offers primary and specialty services at the following nearby locations to care for your child:

- Akron General Medical Office Building, Tallmadge
- Brunswick Family Health Center
- Cleveland Clinic Children’s Fairlawn
- Cleveland Clinic Children’s Hospital for Rehabilitation
- Cleveland Clinic Children’s Outpatient Center
- Cleveland Clinic Children’s Stow
- Cleveland Clinic main campus
- Hudson Express and Outpatient Care
- Medina Medical Office Building
- Mercy Hospital Internal Medicine & Pediatrics, Stark
- Stow-Falls Express & Outpatient Center
- Strongsville Family Health & Surgery Center

To schedule an appointment, call 216.444.KIDS (5437).

Cleveland Clinic Akron General’s New Life Center

Each labor and delivery experience is unique and requires careful thought and personal attention, which is why Akron General has a comprehensive team of caregivers ready to meet the needs of every mom and baby.

Beginning in November, Cleveland Clinic Children’s neonatologists will staff the NICU at Akron General. Akron General is a Level III Perinatal Center, which means we are prepared for any type of delivery and need for the baby. The unit is being updated with new equipment, and these changes will enhance quality of care and enable us to keep more babies at the same hospital with their mother.
Important
Health Plan Information