

ELIGIBILITY

Can my spouse participate in Healthy Choice?

Yes, if your spouse is on the health plan, they can enroll and participate in Healthy Choice. It is recommended to maximize the discount.

Do my dependent children need to participate in Healthy Choice?

No, dependent children are not required or eligible to participate.

What happens if I get divorced?

If you get divorced, please contact our EHP Wellness Specialists at 216.986.1050, option 3, as each case is individual.

PROGRAM GUIDELINES

How do I know which programs I am required to participate in to work toward a premium discount?

To work toward a premium discount, login to your portal and view your required program(s). Under “Chronic Condition” it will indicate a “Premium” objective next to the program.

What does it mean if my Healthy Choice portal says I have an “Optional” condition?

If you have an “optional” condition this means the diagnosis is new and enrollment in the program is optional for the current year.

What are important dates I need to know?

- The program runs from Jan. 1–Sept. 30
- Jan. 3: Check your “Health Status” in your portal.
- March 31: For full discount, enroll, participate and meet your goals in required program(s).
- March 31: Body Fat Analysis (BFA) form submission deadline.
- June 30: For partial discount, enroll, participate and meet your goals in required program(s).
- Aug. 15–Sept. 30: Obtain and report completion of final metrics to your Care Coordinator or Health Coach.
- Sept. 30: Program closes.
- Oct. 1–Dec. 31: Check your Healthy Choice portal to stay up to date with rewards and stay on track with your personal goals.

What does it mean to “actively participate” in the program?

To actively participate, you need to communicate and respond to your Care Coordinator and/or Health Coach as outlined in your program requirements.

continued on next page

What is the difference between a Care Coordinator and a Health Coach?

A **Care Coordinator RN** or **Medical Assistant** is a health care professional who collaborates with members who have been identified with a Chronic Condition in the Healthy Choice program and are participating in Care Coordination. They work with members to offer resources, education and provide support in efforts to help members work toward health goals.

A **Health Coach** is an individual who partners with you to improve positive behavior changes. In the Healthy Choice program they work with you to help you reach your goals through messaging. Health Coaches understand that you know your life best and work with you to identify your needs, use your strengths, and find resources to make lasting changes.

Can I communicate with my Health Coach via email instead of using the Health Coach messaging app?

No. Health Coaching programs require you to use the Health Coach messaging app to communicate with your Health Coach and to count toward your messaging requirement.

How do I know if I need to complete final metrics for the program?

Contact your Care Coordinator or Health Coach to confirm what metrics you need to have completed. Final metrics can only be completed between Aug 15.–Sept. 30.

How do I submit completion of my final metrics, and what information is required?

To report that you have completed your final metrics, contact your Health Coach. You can report completion between Aug. 15–Sept. 30.

If I have a Chronic Condition, am I required to track steps and activity minutes to work toward a premium discount?

No, you are not required to track steps or activity minutes to work toward a premium discount. However, we encourage you to sync a device to the Healthy Choice portal to personally monitor, track and support your overall wellbeing.

How can I contact my Care Coordinator (RN/MA) or Health Coach?

The name and contact information for your Care Coordinator and/or Health Coach can be found in your Healthy Choice portal.

What if I do not agree with my Health Status?

If you do not agree with your Health Status, contact your Care Coordinator, Health Coach or the EHP Wellness Specialists at 216.986.1050, option 3 for the options available to you.

How many times can I appeal a decision?

An appeal decision can be appealed up to two times within a program year for the same diagnosis or premium appeal.

Note: If you do not agree with your weight diagnosis, you can submit an appeal with a body fat analysis for consideration no later than March 31. Please contact your Health Coach, Care Coordinator, or an EHP Wellness Specialist at 216.986.1050, option 3 for more information.

continued on next page

CHRONIC CONDITIONS

WEIGHT

If I am in the weight program, what happens if I am pregnant or become pregnant?

If you are pregnant or become pregnant, contact your Care Coordinator or Health Coach to determine your new program requirements.

What options do I have if my BMI does not accurately reflect my body mass composition?

If you do not agree with your weight diagnosis, you can submit an appeal with a body fat analysis for consideration no later than March 31. Please contact your Health Coach, Care Coordinator, or an EHP Wellness Specialist at 216.986.1050, option 3 for more information.

If I am in a weight program and I gain weight, can I still earn a discount?

If you are only in the weight program a premium discount will not be given if your ending weight exceeds your starting weight or if you do not obtain and report required final metrics. If you have more than one diagnosis your program goals may vary.

If I am in the weight management program with Health Coaching, do I need to submit a final blood pressure (BP) and lipid panel (LDL)?

If you are participating in the weight management program with Health Coaching, you are not required to submit a final blood pressure or lipid panel.

What are the clinical goals for the Weight program?

The clinical goals for the weight program are listed below and can be found in your Healthy Choice portal.

- I communicate with my Health Coach, through the Health Coaching messaging app, the required number of times. Refer to Program Requirements for more information.
- I have met my weight loss goal.

Are my clothes accounted if I am having weight taken at a final metrics hub?

No. However, we recommend wearing light clothing and removing shoes, keys and heavy objects before having your weight recorded.

NICOTINE CESSATION PROGRAM

What are the program goals for the Nicotine Cessation program?

Communicate with my Health Coach, through the Health Coaching messaging app, the required number of times. Refer to Program Requirements for more information.

How can I have nicotine diagnosis removed from my Health Status?

To have the diagnosis of nicotine use removed you must submit a negative cotinine test.

Why does nicotine use continue to show on my Health Status when I passed the cotinine test?

Your primary care physician needs to remove the diagnosis from your medical chart. Otherwise, the diagnosis will continue to show up on your Health Status.

continued on next page

How do I obtain medications to help with nicotine cessation?

Join Healthy Choice then, connect with your Health Coach to participate in the Nicotine Cessation program to learn more and get started.

HEALTHY CHOICE PORTAL WELLNESS RESOURCES

Where can I find directions on how to link an activity device?

View “How to link a device” under Resources in your Healthy Choice portal.

How do I learn more about my health insurance?

Visit the EHP website at clevelandclinic.org/healthplan or click [here](#) to view your plan-specific summary plan description. To learn about health insurance concepts, view the health insurance 101 videos in the “Education” section of your portal.

How do I view the Well-being Education Videos?

Click on the “Education” tab on your portal dashboard.

How can I redeem my one-time device credit or purchase a device?

To redeem your one-time credit or purchase a device visit the “Device Store” in your portal.

How can I join or set up a voluntary activity challenge?

To join or set up an activity challenge, click the “Challenges” tab in your portal.

How do I see my previous year’s Healthy Choice discount?

To view previous year’s discount, click the “Savings” tab in your portal.

Questions? Call 216.986.1050, option 3 or toll-free at 1.888.246.6648, option 3.

Your health plan is committed to helping you achieve your best health. Rewards for participating in a wellness program are available to all employees. If you think you might be unable to meet a standard for a reward under this wellness program, you might qualify for an opportunity to earn the same reward by different means. We will work with you (and, if you wish, with your doctor) to find a wellness program with the same reward that is right for you in light of your health status.

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>

Remember: HIPAA regulations apply to questions you ask about the members of your household covered by the Health Plan.