



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 married during the program year?

If you get married between **Jan. 1–June 30**, your spouse needs to enroll and participate in Healthy Choice to maximize your premium discount. If you get married between **July 1–Dec. 31**, contact the EHP Wellness Specialist at 216.986.1050, option 3.

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

What does it mean if my health status is labeled “Chronic Condition – Out of State”?

A “Chronic Condition – Out of State” status means you have a Chronic Condition but live in a state where Coordinated Care RN licensure criteria is not available. To meet program requirements, you’ll need to track your steps or activity minutes using an approved device and sync to your Healthy Choice portal.

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).
- 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.

What happens if I move to a different state during the program year, will my program requirements change?

Yes, your program requirements may change if your residence status updates. Reach out to an EHP Wellness Specialist for more information at 216.986.1050, option 3.

What do I do if I can’t complete steps or activity minutes?

There may be other options available to you. Contact the EHP Wellness Specialists at 216.986.1050, option 3.

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Am I required to track steps and activity minutes if I have a Chronic Condition – Out of State to work toward a premium discount?

Yes, you are not required to track steps or activity minutes to work toward a premium discount.

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.

DEVICES

How do I redeem my device credit?

To redeem your device credit, log in to your portal and navigate to “Device Store”, then select “Get Gift Code”. Follow the instructions to redeem your device credit.

How do I sync my device to the Healthy Choice portal?

In your Healthy Choice portal, under Wellness Resources, select “How to link a device” to learn more.

What devices are compatible with the Healthy Choice portal?

The Healthy Choice portal syncs with Fitbit, most Garmin devices and Apple Watch. For other devices, please contact an EHP Wellness Specialists at 216.986.1050, option 3.

How will I know if I’m on track to earn my discount?

Regularly check the Healthy Choice portal to monitor your logged activity. It will show your progress toward meeting the full or partial credit goals.

How often should I sync my device with the portal?

Sync your device regularly to ensure your data is recorded accurately. Daily syncing is ideal, but weekly syncing is also sufficient.

What if my device is lost, broken, or not working properly?

It is your responsibility to ensure your device is working correctly and data is recorded. The health plan is not responsible for issues with lost, broken, or malfunctioning devices.

Am I eligible for more than one device credit?

No. The program allows for one non-transferable device credit per person. However, members have access to discounted devices in the Wellness Outlet.

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HEALTHY CHOICE PORTAL WELLNESS RESOURCES

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 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.

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