



### ELIGIBILITY

#### **Do you have to be on the Employee Health Plan to participate in Healthy Choice?**

Yes, employees and their spouses, who elect the Employee Health Plan, are eligible to participate in Healthy Choice. Dependent children, retirees, Cobra members, and PRN employees are not eligible to participate.

#### **Can my spouse participate in Healthy Choice?**

Yes, your spouse can participate in Healthy Choice, and it is recommended to maximize the discount.

#### **Do my dependent children have to participate?**

No. Dependent children are not required or eligible to participate.

#### **Is the app required to participate?**

The app is not required to participate. However, it is recommended to download the Healthy Choice app to stay up to date with important messages specific to your program(s) and to take advantage of additional resources.

#### **Do I have to create a Healthy Choice account?**

Your Healthy Choice portal account is a communication tool to track your goals and progress for the Healthy Choice program. While not mandatory, it is highly recommended.

#### **Do I need to submit a Health Visit Form to participate in the program?**

Yes, a Health Visit Form is required for the “Unknown” Health Status.

### HEALTH STATUS

#### **What is a Health Status?**

A Health Status refers to an individual's health based on the presence or absence of certain chronic conditions. This status is used to determine participation in specific Healthy Choice programs.

#### **What is an “Unknown” Health Status?**

An “Unknown” status means the health plan does not have enough information to determine which Healthy Choice program you need to participate in.

#### **What is a “Chronic Condition” Health Status?**

A “Chronic Condition” status means you have one or more of the six chronic conditions the Healthy Choice program supports these include Asthma, Diabetes, High Blood Pressure, High Cholesterol, Weight or Nicotine Use.

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### **What is a “Healthy” Health Status?**

A “Healthy” status means you do not have any of the chronic conditions outlined above.

### **What is a “Chronic Condition – Out of State” Health Status?**

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.

### **What is a “Modified” Health Status?**

A “Healthy Modified” status mean you have been assigned alternative goals due to a medical condition.

## HEALTH VISIT FORM

### **Where do I find the Health Visit Form?**

The form can be found in your portal under “Resources”.

### **When does the Health Visit Form have to be submitted?**

A completed Health Visit Form must be submitted no later than Sept. 30. However, we encourage early submission so that you can begin participating in the appropriate program(s).

### **Can I use a previous doctors visit for the Health Visit Form?**

Yes, your physician can use information from a previous visit to complete the form. However, the visit must be within the last two years and the labs within the last three years. The form must be completed by your PCP’s office.

### **What do I do if I am unable to schedule a visit with my primary care provider prior to March 31?**

If you are unable to schedule an appointment prior to March 31, contact the EHP Wellness Specialists at 216.986.1050, option 3 for more information..

### **Can I get started before my Health Visit Form is submitted?**

Yes, you can start participating in the Healthy Choice program prior to submitting your Health Visit Form.

**Chronic Condition:** If you know you have one of the six chronic conditions that Healthy Choice focuses on, but your Health Visit form hasn’t been completed, call 216.986.1050, option 2, to find out if you can enroll in the program(s) that apply to you.

**Healthy:** If you do not have one of the six chronic conditions, you can start participating with an activity device. Your steps or activity minutes will not count toward your Healthy Choice goal until your form is submitted and your Health Status is determined.

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## HEALTHY CHOICE PORTAL WELLNESS RESOURCES

### **Where can I find directions on how to sync 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](https://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 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.