

# My EHP Health Connection™

From the Employee Health Plan

Cleveland Clinic  
Employee Health Plan Bulletin  
Retirees and COBRA  
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## Provider/Benefit Updates

**EHP Plus Network:** Effective June 1, 2025, acupuncture has been removed from the list of services required to be rendered at Cleveland Clinic for coverage. Members may now visit any in-network acupuncturist, and the service will be covered according to the benefit.

**Florida:** Effective June 1, 2025, acupuncture has been added to the supplemented Aetna providers for the seven counties surrounding our Florida hospitals in the EHP network. You can search providers in your Employee Health Plan (EHP) provider directory, which can be accessed via your Aetna Health account. To log in or create an Aetna Health account, visit [Aetna.com](https://www.aetna.com).

In addition, Boca Raton Regional Hospital and West Boca Medical Center have been added to the list of supplemented non-Cleveland Clinic hospitals in Florida.

**Northeast Ohio:** Effective Jan. 1, 2025, the Fisher-Titus provider group which services the Norwalk, Huron County and central Ohio region, was added to the EHP and EHP Plus plans. While the providers of this group are in-network, their facilities are not. These providers must use a Cleveland Clinic facility.

## Coming Soon.....

In collaboration with Ayble Health, Cleveland Clinic Employee Health Plan is excited to offer GI nutrition and mental health support for members diagnosed with Crohn's, Ulcerative Colitis, and Irritable Bowel Syndrome.

### What does Ayble Health offer?

- On demand access to care between appointments - Ayble's team of licensed providers, GI nutrition specialists and stress management experts are here to support you, wherever and whenever you need help.
- Build an easy, effective diet plan that caters to your unique gut health needs.
- Learn and practice helpful strategies to relieve stress-related digestive symptoms.

Ayble will be covered at no cost to eligible health plan members after applicable copays. More information will be forthcoming.

## EHP Non-Discrimination Notice

EHP has updated its required Non-Discrimination Notice and it is available for viewing on our website at: <https://employeehealthplan.clevelandclinic.org>

Cleveland Clinic Employee Health Plan  
Customer Service Unit / AC242  
25900 Science Park Drive  
Beachwood, OH 44122

## Important Health Plan Information



### Pediatric Primary and Specialty Care at Akron General Health Center

As a reminder, Cleveland Clinic Children's provides primary and specialty care services at the newly renovated Akron General Health Center located at 676 South Broadway Street in Akron. Services include:

- Allergy.
- Behavioral Health.
- Breastfeeding Medicine.
- Cardiology.
- Endocrinology.
- Fetal Cardiac Care.
- Gastroenterology, Hepatology and Nutrition.
- Hematology.
- Nephrology.
- Primary Care.
- Pulmonology.
- Rheumatology.
- Sleep Medicine.

**To make an appointment, call 330.344.KIDS (5437).**



### Patient copays required for nonemergency outpatient appointments

Uncompensated care is a major challenge for providers nationwide.

At Cleveland Clinic, our first responsibility is to care for our patients, their health and the well-being of the communities we serve. To bring our mission to those who are in need, we also care for our organization.

Starting June 1, 2025, copays for nonemergency outpatient services\* are required by the time of service

at all Cleveland Clinic U.S. locations. If copays are not made before or at check-in, Cleveland Clinic will offer to enroll patients in a 0% interest payment plan, and the patient's appointment will continue as scheduled.

This also applies to Employee Health Plan (EHP) members who receive care through Cleveland Clinic when an applicable copay is required. This change does not apply to patients with Medicaid or traditional Medicare (but those with a Medicare Advantage plan may have a copay depending on their specific Advantage plan).

Copays for emergency services, surgeries, cancer treatments, inpatient hospital stays and urgent/express care visits are still expected, but not required, at the time care is provided.

Cleveland Clinic remains committed to providing the highest quality care for patients. Navigating healthcare coverage can be challenging, but it is important for patients to take responsibility for their portion of healthcare coverage. Our process update for collecting insurance copays is not intended to disrupt patient care.

Collecting all patient financial responsibility for the care provided, starting with copays, helps Cleveland Clinic ensure sustainable hospital operations and supports the seamless delivery of care.

*\*Nonemergency outpatient services include:*

- Scheduled office visits (primary care and specialists).
- Therapy services (physical therapy, occupational therapy, speech, etc.).
- Outpatient diagnostic testing (imaging, scheduled labs, etc.).
- Outpatient procedural visits and in-office procedures.