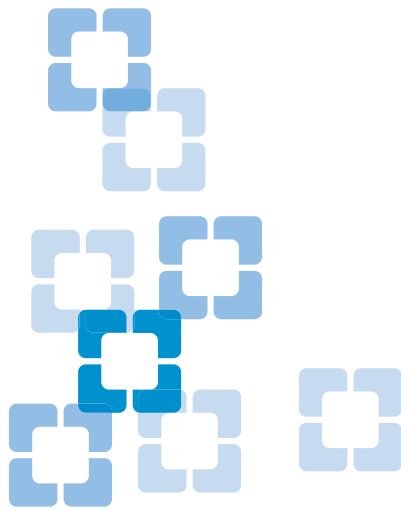


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## In This Issue

Healthy Choice Program: How We Communicate It . . . . .	1
Dr. McKenzie: ‘Healthy Choice Is a Real Privilege’ . . . . .	1
Activity Device FAQs . . . . .	2
Cleveland Clinic Tier 1 Network Hospitals . . . . .	2
2018 Benefit Change Reminders . . . . .	3
Effective January 1 . . . . .	3
Emergency/Urgent Care Coverage Clarifications . . . . .	3
Coordinated Care Program Updates . . . . .	3
Co-payment/Co-insurance Reimbursement . . . . .	3
Telemedicine Virtual Visits vs. eVisits Coverage . . . . .	4
We Have a Winner! . . . . .	4
Caring for Caregivers Offers EAP App for Access to Counseling Services . . . . .	4

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## Healthy Choice Program: How We Communicate It

Believe it or not, the Healthy Choice Program turned nine years old this year. We’ve come a long way since then — from snail mail letters to an online portal all for you.

Indeed, the *Healthy Choice Portal* displays your health status, goals, activity data and premium. It also archives messages sent by the health plan and notifies you via email when the communication is sent.

We recommend you check your portal dashboard on a weekly basis. Use this tool as your source of information for Healthy Choice. You can access the portal on our website at [www.clevelandclinic.org/healthplan](http://www.clevelandclinic.org/healthplan).

Cleveland Clinic caregivers can find additional messages during the year on the Today intranet. Look to the “**My Pay + Benefits**” section of Today for many informative articles about Healthy Choice. These include instructions, reminders, infographics and testimonials.

Our communications helped us reach more members this year. Participation in the Healthy Choice program is now more than 68 percent of the health plan. That means the majority of members are taking action, staying healthy *and* saving money!

Questions about Healthy Choice? Call the health plan at 216.448.2247 (option 2) or toll free 877.688.2247. Or visit our website above. ■



### Dr. McKenzie: ‘Healthy Choice Is a Real Privilege’

Margaret McKenzie, MD, knows how precious time can be.

She’s a mother. She’s a doctor. And she’s the president of South Pointe Hospital.

So when it comes to exercising, there’s only the slimmest margin for it to fit in her schedule. Learn how Dr. McKenzie does it — and pick up some tips — in this special video at [www.cle.clinic/ehpvideos](http://www.cle.clinic/ehpvideos). ■



## Activity Device FAQs

Here are answers to your most frequently asked questions about activity devices, which may be used to meet some Healthy Choice goals. If you are using a device to participate, log in to the Healthy Choice Portal weekly to check that your device is “synced.”

**Q: What is device syncing?**

**A:** Syncing is when you transfer information from your activity device to the Healthy Choice Portal. Most devices do this with an app on your smartphone or an antenna device.

**Q: How often should I sync my device?**

**A:** We recommend you sync your activity device once per week and check your Healthy Choice Portal dashboard to verify the data has uploaded.

**Q: I have been wearing my activity device and I do not see my steps in my Healthy Choice Portal account. Why?**

**A:** First, ensure Bluetooth is turned on in your smartphone. Next, open the FitBit app, Garmin Connect app or the MC link app (for Apple watch) on your smartphone and sync your device to the app on your phone. Finally, log in to the Healthy Choice Portal and click “Activity Device.” Follow the instructions for linking a device to the portal.

Your activity data will then upload to your Healthy Choice Portal account. This can take several minutes, depending on the type of device. Additional instructions for syncing your device are at [www.clevelandclinic.org/healthplan](http://www.clevelandclinic.org/healthplan).

**Q: Who should I contact if my device is not showing any activity data?**

**A:** Before contacting anyone, you should verify if your device account is linked. Log in to the Healthy Choice Portal and click “Activity Device.” It will show

if the device has become unlinked. Simply follow the onscreen instructions for linking it again.

However, if it shows the device is linked and no steps or minutes are showing in your portal dashboard, contact the device manufacturer directly. Their phone numbers and email addresses are provided below. They are also available on our website.

- FitBit Customer Service — Phone Support: 844.534.8248
- FitBit Email Support: [cwsupport@fitbit.com](mailto:cwsupport@fitbit.com)
- Garmin Customer Service — Phone Support: 800.800.1020
- Garmin Email Support: [product.support@garmin.com](mailto:product.support@garmin.com)
- Apple Customer Service Phone Support: 800.692.7753
- Apple Customer Service Email Support: [www.apple.com/contact](http://www.apple.com/contact)

If your device manufacturer is not able to help you, email [support@motionconnected.com](mailto:support@motionconnected.com).

Depending on the type of device, always be sure it has a good battery or that the device is fully charged.

**Q: I wear a Garmin Vivoki (or Vivofit) and sync my device via a sync point. Where are the sync points located?**

**A:** Sync points are located throughout the enterprise. A list of Vivohub locations is on our website at [www.clevelandclinic.org/healthplan](http://www.clevelandclinic.org/healthplan) under the Healthy Choice tab. You do not need to be directly in front of the sync stations for your device to download information — simply go to the general area on the list. For a Vivoki, double tap the front of your device to begin syncing. ■

### Cleveland Clinic Tier 1 Network Hospitals

- Cleveland Clinic Main Campus
- Cleveland Clinic Children’s Hospital
- Cleveland Clinic Children’s Hospital for Rehabilitation
- Akron General Hospital
- Ashtabula County Medical Center
- Avon Hospital
- Euclid Hospital
- Fairview Hospital
- Hillcrest Hospital
- Lutheran Hospital
- Marymount Hospital
- Medina Hospital
- South Pointe Hospital
- Cleveland Clinic Florida
- Cleveland Clinic Nevada

## 2018 Benefit Change Reminders

### Effective January 1

- Emergency Room co-payment increased to \$250.
- Inpatient admission co-payment increased to \$250. This includes co-pays for hospital admissions, hospice, skilled nursing facilities, long-term acute care and residential treatment admissions.
- MRI and CT scan co-payments increased to \$50.
- Change in the Tier 2 provider network to Midwest Health Collaborative (MHC).
- Addition of a tier 3 provider network: Medical Mutual Traditional Network (in the state of Ohio) and First Health (out-of-state).

Benefit changes are reflected in the 2018 *Summary Plan Description*, which is available on our website at [www.clevelandclinic.org/healthplan](http://www.clevelandclinic.org/healthplan).

### Emergency/Urgent Care Coverage Clarifications

**College students outside the Tier 1 network:** An urgent visit to the campus infirmary by your college student is covered with a \$35 co-payment. These visits are initially denied as the provider is not in the Tier 1 network. Contact EHP Customer Service at 216.448.2247 for assistance with any billing issues.

Non-routine or follow-up care — such as for sprains, rehab therapies or colds — are covered at the Tier 2 or Tier 3 benefit, depending on the provider. Routine services and immunizations are only covered in the Tier 1 network.

**Emergency services out-of-state:** Emergency and urgent care are covered at 100% after the applicable co-payment, regardless of the provider. Services must meet emergency or urgent care criteria. If an admission is required, the EHP requires members to contact the Cleveland Clinic Transfer Center or EHP Medical Management at the numbers listed on the back of your health plan ID card.

**Foreign country claims:** Emergency services received while in a foreign country are covered at 100%. However, payment is typically required up front by the provider.

To obtain reimbursement, the member must provide an itemized receipt from the provider, which should include an itemized description of services and codes (preferably in English). A claim form then needs to be submitted to Mutual Health Services with the receipts. ■



## Coordinated Care Program Updates

### Co-payment/Co-insurance Reimbursement

If you are in a Coordinated Care Program and eligible for reimbursement of a co-payment or co-insurance, remember the following guidelines:

- Receipts must be submitted within six months of the date of service or purchase.
- Office visit co-payment receipts\* must include: patient name, provider name, date of service and amount paid. Handwritten receipts are not acceptable.
- Medications must be purchased from a Cleveland Clinic Akron General Pharmacy, Specialty Pharmacy or Home Delivery Pharmacy to be eligible for reimbursement.

- Pharmacy receipts must include both the individual tax receipt and register receipt.

\*Receipts generated via registration at a Cleveland Clinic kiosk do not have the required information for reimbursement. You must request an Epic receipt from the front desk that includes the patient name, provider name, date of service and amount paid. Please refer to our website for an example of this receipt at [www.clevelandclinic.org/healthplan](http://www.clevelandclinic.org/healthplan). Under the Coordinated Care tab, click on the 2018 Coordinated Care Incentive FAQ's. ■

## Telemedicine Virtual Visits vs. eVisits Coverage

Effective January 1, 2018, the Employee Health Plan began covering virtual visits for routine and follow-up care for services such as behavioral health and chronic conditions such as diabetes, hypertension and cholesterol. These visits have no co-payment and are covered by the health plan.

Virtual visits are real-time, audio/visual connections via Cleveland Clinic Express Care® Online. To ensure coverage of virtual visits, members are required to both:

1. have a primary care provider (PCP) treating them for the condition, and
2. have seen the PCP in person at least once.

**Please note** that virtual visits are different from “eVisits,” which are **not** covered by the health plan. The eVisit is a form-based, logic building questionnaire done through MyChart. The member will be billed for eVisits. ■

Cleveland Clinic Express Care is a registered trademark of the Cleveland Clinic Foundation.

### We Have a Winner!

Congratulations to Veronica Mitchum who works in Mentor as a Patient Service Specialist. Mitchum is the 2018 winner of our Coordination of Benefits (COB) incentive drawing for an iPad Air 2®. Our Third-Party Administrator, Mutual Health Services, offers this incentive to those completing their COB by February 28, 2018. ■

## Caring for Caregivers Offers EAP App for Access to Counseling Services

We can all use help with life’s challenges. The Caring for Caregivers Employee Assistance Program (EAP) is here to help. And now it can be with you wherever you go.

The app **allows you to:**

- Connect immediately with Cleveland Clinic EAP counseling services.
- Access hundreds of articles ranging from adolescent depression to workplace wellness.
- Take self-assessments to better understand your well-being needs.

To access the app, search for “CC EAP” in the Apple® or Android app stores. You will then enter a one-time passcode from the list below depending on your work location. Enter the correct passcode to ensure you are able to access services without disruption.

Work Location	Passcode
Northeast Ohio	CCEmployee
Florida	FL
Akron General	Akron
Nevada	Nevada

**Note:** Passcodes are case sensitive. A passcode only needs to be entered once.

Through the Caring for Caregivers Professional Staff and Employee Assistance Program, benefit-eligible employees and their families can receive short-term counseling, referral and follow-up services at no cost.

No issue is too big or too small. Whether you’re struggling with the loss of a loved one, alcohol or drug abuse, workplace issues, or are seeking communications expertise, they’ll help you get through it and feel better. ■

