

My Personal Program Requirements



Your Health Status is: **CHRONIC CONDITION (eCoaching)**

You have been identified with a condition that qualifies you for the eCoaching program in 2024. Follow these steps to earn the best discount on your medical plan for 2025. Up to 30%.

What does it mean if your health status says “Chronic Condition?”

You’ve been identified with **at least one** of the chronic conditions listed below:

View the dashboard on your Healthy Choice portal to learn which conditions apply to you. You’ll need to join and participate in eCoaching, and meet the goals that are set just for you. It’s really important to write down your goals and set reminders for yourself throughout the program.

-  Weight (BMI at or above 27)
-  Nicotine/Tobacco use

Note: If you do not agree with your diagnosis contact EHP before March 31 to appeal the diagnosis.

How do I earn full credit?

To earn full credit, you should enroll as soon as possible but no later than by Mar. 31, 2024 and meet all the goals that are set for you by Sept. 30, 2024.

- Enroll in eCoaching no later than Mar. 31, 2024.
 - Click the link on your portal dashboard to enroll. Next, make sure to respond to the welcome email from your Health Coach.
- Actively participate in eCoaching for a minimum of six months.
 - Send your Health Coach an email update at least once per week for at least 16 weeks throughout the program.*
- Meet all the goals that were set for you and submit your final results no later than Sept. 30, 2024.

How do I earn partial credit?

Members may be eligible for partial credit if they actively participate and meet some criteria. You could earn partial credit in two ways:

- Enroll in eCoaching by June 30, 2024.
 - Send your Health Coach an email update at least once per week for 10 weeks through Sept. 30, 2024.*
 - Meet all the goals that are set for you by Sept. 30, 2024.
- OR—
- Enroll in eCoaching by Mar. 31, 2024.
 - Send your Health Coach an email update at least once per week for 16 weeks through Sept. 30, 2024.*
 - If you are in the Weight Management program, maintain or lower your starting weight and submit your final results no later than Sept. 30, 2024.

It is your responsibility to complete all your goals and submit results, by email, to your Health Coach by the deadline.

* You may email your Health Coach several times during the week, but only one email each week will be counted for participation credit.

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Guidelines for setting goals

Your Health Coach will set realistic, personalized goals for each condition that is identified for you, including some educational goals as you work together throughout the program.

Weight Management

Your weight loss goal will be based on your starting BMI (Body Mass Index).

• **Weight Loss Goal Guidelines:**

Starting BMI between 27–29.99: Lose 1 BMI point or reach a BMI less than 27

NOTE: Weight Management for Pregnant Moms: Pregnancy changes your program requirements. Contact your Health Coach for information and updates.

NOTE: If you are in the Weight Management program only, and your final weight is above your starting weight, or you do not report a final weight, you will get no credit for the program.

NOTE: Some members with a higher muscle mass may be eligible to complete a Body Fat Analysis if the BMI is not an accurate measurement of body composition. If you do not agree with your weight diagnosis, you must contact the health plan to request an appeal before you can start participating. If you're already enrolled in eCoaching, contact your Health Coach to make this request. If a BFA is being submitted to appeal the requirement to be in the weight management program, it must be submitted NO LATER than Mar. 31.

Nicotine/Tobacco use

Your Health Coach will work with you to establish a plan to quit using nicotine/tobacco. At the end of the program, it's your responsibility to request a cotinine test from your provider to verify you quit using nicotine/tobacco.

How do I earn full credit?

To be eligible for FULL credit, you must:

- Enroll in the eCoaching Nicotine Cessation program by Mar. 31, 2024.
- Participate by sending an email to your Health Coach at least once per week for at least six months (a minimum of 16 weekly emails).*
- Quit using nicotine/tobacco.
- Submit a negative cotinine test to verify that you quit between Aug. 15 and Sept. 30.

NOTE: A negative cotinine test alone does not count as participation in the program

NOTE: It is your responsibility to contact your provider to place orders for labs.

* You may email your Health Coach several times during the week, but only one email each week will be counted for participation credit.

If you believe these guidelines don't apply to you, or if you have other questions about eCoaching, contact EHP.

How do I earn partial credit?

To be eligible for PARTIAL credit, you must:

- Enroll in the eCoaching Nicotine Cessation program by Mar. 31, 2024.
- Participate by sending an email to your Health Coach at least once per week for 16 weeks.*
OR
- Enroll in the eCoaching Nicotine Cessation program by June 30, 2024.
- Participate by sending an email to your Health Coach at least once per week for 10 weeks).
- Quit using nicotine/tobacco.
- Submit a negative cotinine test to verify that you quit between Aug. 15 and Sept. 30.

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Guidelines for setting goals

Questions? Call **216.986.1050** (option 3) or toll-free at **1.888.246.6648** (option 3)

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>

EHP is committed to helping you achieve your best health. Rewards for participating in the Healthy Choice Premium Discount Program are available to all caregivers and spouses on the health plan. If you think you might be unable to meet a standard for a reward, you might qualify for an opportunity to earn the same reward by a different means. Contact us at **216.986.1050** option 3.