



## 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 during the program year?

If you get divorced, please contact our EHP Wellness Specialists at 216.986.1050, option 3, as each case is individual.

## PROGRAM GUIDELINES

### How do I know which programs I am required to participate in to work toward a premium discount?

To work toward a premium discount, login to your portal and view your required program(s). Under “Chronic Condition” it will indicate a “Premium” objective next to the program.

### What does it mean if my Healthy Choice portal says I have an “Optional” condition?

If you have an “optional” condition this means the diagnosis is new and enrollment in the program is optional for the current year.

### 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.
- Oct 1–Dec. 31: Your Care Coordinator will continue outreach during this time.

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### **What does it mean to “actively participate” in the program?**

To actively participate, you need to communicate and respond to all questions asked by your Care Coordinator and/or Health Coach as outlined in your program requirements.

### **What happens if I get closed out of a Coordinated Care program?**

If you get closed out of a Coordinated Care program from not responding to your care coordinator, you will need to re-enroll through the Healthy Choice portal.

### **What is the difference between a Care Coordinator and a Health Coach?**

A **Care Coordinator RN** or **Medical Assistant** is a health care professional who collaborates with members who have been identified with a Chronic Condition in the Healthy Choice program and are participating in Care Coordination. They work with members to offer resources, education and provide support in efforts to help members work toward health goals.

A **Health Coach** is an individual who partners with you to improve positive behavior changes. In the Healthy Choice program they work with you to help you reach your goals through messaging. Health Coaches understand that you know your life best and work with you to identify your needs, use your strengths, and find resources to make lasting changes.

### **How do I know if I need to complete final metrics for the program?**

Contact your Care Coordinator or Health Coach to confirm what metrics you need to have completed. Final metrics can only be completed between Aug 15.–Sept. 30.

### **How do I submit completion of my final metrics, and what information is required?**

To report that you have completed your final metrics, contact your Care Coordinator. You can report completion between Aug. 15–Sept. 30.

### **If I have a Chronic Condition, am I required to track steps and activity minutes to work toward a premium discount?**

No, you are not required to track steps or activity minutes to work toward a premium discount. However, we encourage you to sync a device to the Healthy Choice portal to personally monitor, track and support your overall wellbeing.

### **How can I contact my Care Coordinator (RN/MA) or Health Coach?**

The name and contact information for your Care Coordinator and/or Health Coach can be found in your Healthy Choice portal.

### **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.

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## CHRONIC CONDITIONS

### WEIGHT

#### **If I am in the weight program, what happens if I am pregnant or become pregnant?**

If you are pregnant or become pregnant, contact your Care Coordinator or Health Coach to determine your new program requirements.

#### **What options do I have if my BMI does not accurately reflect my body mass composition?**

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.

#### **If I am in a weight program and I gain weight, can I still earn a discount?**

If you are only in the weight program a premium discount will not be given if your ending weight exceeds your starting weight or if you do not obtain and report required final metrics. If you have more than one diagnosis your program goals may vary.

#### **If I am in the weight management program with Coordinated Care, do I have to have an updated blood pressure (BP) and lipid panel (LDL)?**

Yes, if you are enrolled and participating in the Coordinated Care Weight Management program, you are required to have a blood pressure and lipid panel completed as part of the program. Contact your Care Coordinator for your specific goals.

#### **What are the clinical goals for the Weight program?**

The clinical goals for the weight program are listed below and can be found in your Healthy Choice portal.

- I communicate with my Care Coordinator regularly.
- I have met my weight loss goal.
- My LDL is at or below 130mg/dl. If I also have Coronary Artery Disease (CAD) or diabetes, my LDL is at or below 100mg/dl.
- My blood pressure is at or below 140/90. If I also have Coronary Artery Disease (CAD) my blood pressure is at or below 130/80.

#### **Are my clothes accounted if I am having weight taken at a final metrics hub?**

No. However, we recommend wearing light clothing and removing shoes, keys and heavy objects before having your weight recorded.

### ASTHMA

#### **What is Asthma?**

Asthma is a condition that causes the airways of the lungs (bronchial tubes) to narrow, the lining of the airways to become inflamed and irritated, causing spasms or swelling, and the cells that line the airways to produce more mucus.

#### **What are the clinical goals for the Asthma program?**

The clinical goals for the asthma program are listed below and can be found in your Healthy Choice portal.

- I communicate with my Care Coordinator regularly.
- I understand my asthma action plan and reviewed it with my Care Coordinator this year.
- I understand my medications for asthma, and I refill them and take them as directed.

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### HYPERLIPIDEMIA

#### **What is hyperlipidemia – also known as high cholesterol?**

Hyperlipidemia (high cholesterol) is an excess of lipids or fats in your blood.

#### **What does LDL mean?**

Low-density lipoprotein (LDL) is known as bad cholesterol because it can clog your arteries like a large truck that broke down and is blocking a traffic lane.

#### **How often do I need to have my LDL updated for the Healthy Choice program?**

If you are under the age of 40 you need at least one blood test on file. If you are over the age of 40 you need to have a blood test every 3 years if LDL stays at or below 130. Contact your Care Coordinator for more information.

#### **What are the clinical goals for the Hyperlipidemia program?**

The clinical goals for the hyperlipidemia program are listed below and can be found in your Healthy Choice portal.

- I communicate with my Care Coordinator regularly.
- I had my annual lipid panel testing done.
- My low-density lipoprotein (LDL) is at or below 130mg/dl, or 100mg/dl if identified with Coronary Artery Disease (CAD) or diabetes.
- If prescribed, I am taking my medication for hyperlipidemia as ordered.

### DIABETES

#### **What is diabetes?**

Diabetes is a condition that happens when your blood sugar (glucose) is too high. It develops when your pancreas doesn't make enough insulin or any at all, or when your body isn't responding to the effects of insulin properly.

#### **What are the clinical goals for the Diabetes program?**

The clinical goals for the diabetes program are listed below and can be found in your Healthy Choice portal.

- I communicate with my Care Coordinator regularly.
- I had my annual dilated retina eye exam.
- I had my annual foot check completed.
- I had my HbA1c testing done at least 2 times this year.
- My HbA1c is at or below a target of 7.0% or custom target approved through my Care Coordinator.
- I have completed my annual Microalbumin testing.
- I understand my medications for diabetes and their side effects, and I refill them and take them as directed.

### HYPERTENSION

#### **What is hypertension, also known as high blood pressure?**

Hypertension or High blood pressure is when the force of blood pushing against your artery walls is consistently too high.

#### **When do I need to have my blood pressure recorded?**

To determine your Health Status the Employee Health Plan needs an updated blood pressure every two years. If you are participating in a Coordinated Care program, blood pressure may be a program goal and required every year between Aug. 15–Sept. 30. Connect with your Care Coordinator or Health Coach to confirm what your program goals are.

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### **What are the clinical goals for the hypertension program?**

The clinical goals for the hypertension program are listed below and can be found in your Healthy Choice portal.

- I communicate with my Care Coordinator regularly
- My blood pressure is at or below 140/90. If I also have Coronary Artery Disease (CAD) my blood pressure is at or below 130/80.

## HEALTHY CHOICE PORTAL WELLNESS RESOURCES

### **Where can I find directions on how to sync an activity device?**

View “How to sync a device” under Resources in your Healthy Choice portal.

### **How do I join a Cleveland Clinic fitness center?**

View “Join a gym” 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 on 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.