

# My EHP Health Connection™

From the Employee Health Plan

Cleveland Clinic  
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## Hinge Health virtual physical therapy is now available at no cost to you!

The Employee Health Plan has partnered with Aetna and Hinge Health to offer **virtual** physical therapy services to our EHP members at Weston, Martin Health and Indian River hospitals.

Hinge Health offers a care plan designed for your everyday activities, access to physical therapy sessions and 1-on-1 support from a physical therapist or health coach to tailor your sessions as needed. To learn more about these services or to join, visit <https://hinge.health/clevelandclinic-join>.

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## 2025 Medical and Prescription Drug Benefit Changes Reminders

The following changes were effective Jan. 1, 2025. Coverage details can be found in your plan-specific Summary Plan Description (SPD) at [clevelandclinic.org/healthplan](http://clevelandclinic.org/healthplan).

- A \$75 copay was added for outpatient surgeries at ambulatory surgery centers, hospital outpatient and hospital locations.
- A \$35 copay was applied to specialty virtual visits to align with in-office specialty visits. Examples include Dermatology, Behavioral Health, etc.
- The Chiropractic visit limit changed from 30 to 10 visits per benefit year.
- The specialty of Neurology has been removed from the Aetna supplemented specialties in Florida for the EHP plan and Cleveland Clinic now provides this service.
- Services for the removal of impacted wisdom teeth will now be covered under your dental benefit, administered by Cigna Dental, and not under the medical benefit.
- The EHP Plus plan infertility network requirements are changing for 2025. There will no longer be a requirement to use the Cleveland Clinic Women’s Health Institute when members live within 130 miles of Cleveland Clinic. EHP Plus members seeking treatment for infertility must use an Aetna Infertility Institute of Excellence (IOE) provider. If there is no infertility provider/facility in the IOE within 130 miles of where you live, seek treatment with an Aetna network infertility specialist. Precertification will still be required through Aetna’s Fertility Advocate.
- Effective Jan. 1, 2025, the Fisher-Titus provider group which serves the Norwalk, Huron County and central Ohio region, are in-network for the EHP and EHP Plus plans.

**As a reminder**, copays are the responsibility of the member and are due at the time services are rendered.



## Looking for a provider? Using the Aetna Provider Search is easy!

EHP and EHP Plus network providers change periodically. As a reminder, you should verify your provider’s participation prior to receiving their services each time.

To view your plan-specific network, you must first register with Aetna. Log in to [Aetna.com](http://Aetna.com) or download the free mobile app. You may also access provider directories on the EHP website at [employeehealthplan.clevelandclinic.org](http://employeehealthplan.clevelandclinic.org). Simply click on the “Find a Provider/Facility” button to get started.

Questions? Contact Aetna toll-free at 833.414.2331 or the EHP Customer Service team toll-free at 888.246.6648, option 1.

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

## Important Health Plan Information

### Join Healthy Choice by March 31!

The Healthy Choice Program is now underway. Join by **March 31** to work toward a 30% discount on your 2026 health plan premium. Scan the QR code below to download the app and follow the steps to get started.

APPLE



ANDROID



#### 1. Create a Healthy Choice portal account

Scan the QR code to download the app. Use your health plan ID and date of birth to create your account and login.

#### 2. Check your Health Status

- Log in to the Healthy Choice portal to view your Health Status.
- Check your Program Requirements to know your goals.

#### 3. Submit your Health Visit Form (if required)

- If your status is "Unknown," download the Health Visit Form under Resources.
- Ask your primary care provider to complete the form and return it to EHP.

#### 4. Enroll and participate in your applicable program

## Opportunities and Helpful Tips

### Healthy Choice Events

The Healthy Choice team hosts virtual and in-person roadshows and attends various events to help you enroll in the program and answer your questions. Scan the QR code to view the schedule.



### Wellness Champion Program

The Wellness team is looking for caregivers who are passionate about spreading a culture of wellness at Cleveland Clinic. Scan the QR code to learn more. Questions? Contact the Wellness team at [wellness@ccf.org](mailto:wellness@ccf.org).



### Health Coaching Tips

Make hydration fun with these tips from the Health Coaching team:

- Add lemon, lime, cucumber, mint, or watermelon to your water for extra flavor and nutrients.
- Include coconut or sparkling water in your routine for a boost of potassium, magnesium and other vitamins and minerals.
- Check your urine color to know if you're hydrated. Pale and clear means you're well hydrated; dark means you should drink more fluids.

