

My EHP Health ConnectionTM

From the Employee Health Plan

Cleveland Clinic Retirees
and Cobra Members
July 2026

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Cleveland Clinic Express Cares Converting to Urgent Cares

During 2026, the Cleveland Clinic Express Cares listed below have or will be converted to Urgent Cares:

Location	Effective Date
Broadview Heights	Spring 2026
Lorain	February 2026
Wadsworth	July 2026
Stow	July/August 2026
Willoughby Hills	Fourth Quarter 2026

As a reminder, the copay for any Urgent Care visit under the Employee Health Plan is \$50.



Provider Updates

Provider Directories

As a reminder, the most current provider information can be found in your plan-specific provider directory located in your Aetna Health Account. We recommend you create an Aetna Health Account at Aetna.com where you can search for providers, view your claims and much more. You can also access your plan-specific directory on our website at employeehealthplan.clevelandclinic.org by clicking on the blue “Find A Provider/Facility” button.

Amazon One Medical Now Available for Northeast Ohio Members

As part of Cleveland Clinic’s collaboration with Amazon One Medical, Employee Health Plan (EHP and EHP Plus) members and their dependents in Northeast Ohio can join the subscription-based service for free and can access the Shaker Heights and Avon locations.

Amazon One Medical offers primary care services remotely or in-person and provides services for preventive care, mental health care and treatment of chronic conditions and more. A few examples include:

- Annual wellness visits.
- Routine cancer screenings.
- Colds, flu and COVID-19.
- Chronic health conditions.
- Headaches.
- Allergies.

In addition, 24/7 virtual care is also available. Options at zero cost with the membership can be found under “Get On Demand Care” and are called “Direct Message Care” and “Video Care.” Note: All other visits, including those under “Schedule A Visit,” are billed to insurance and will be adjudicated in accordance with the health plan benefit. Only the One Medical Shaker Heights and Avon locations and providers are in-network for EHP and EHP Plus members.

Scan the QR code below to activate your membership, using the activation code: **CLEVCXOM**.





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

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Important Health Plan Information

Ayble Health

(Ohio and Florida Members)

In collaboration with the Cleveland Clinic Digestive Disease Institute and Ayble Health, EHP is offering gastrointestinal (GI) nutrition and mental health support for members diagnosed with Crohn's Disease, ulcerative colitis or irritable bowel syndrome (IBS).

Ayble Health offers the following:

- 24/7 support from a care team including a doctor and health coach who work with your Cleveland Clinic provider.
- Personalized food guidance to understand what impacts your symptoms.
- Guided brain-gut training to help manage stress that affects your digestions – developed by Cleveland Clinic's experts in GI psychology.

Ayble is covered at no cost to eligible health plan members after applicable copays. Scan the QR code to get started.



Questions? Contact support@ayblehealth.com. An Ayble representative will be happy to assist you.

Ohio Head and Neck Surgeons, Inc. added to EHP Network in Canton, Ohio

Effective April 14, 2026, **Ohio Head and Neck Surgeons Inc.** in Canton, Ohio, was added to the Quality Alliance (QA) network and are now in-network for EHP.

Ohio Head and Neck Surgeons provide comprehensive ear, nose and throat services, expanding otolaryngology support to more members. Surgical procedures must be performed at an in-network facility. Physicians in this practice have admitting privileges at Mercy Hospital.

Ohio Head and Neck Surgeons is located at 4912 Higbee Avenue, NW, Suite 200, Canton, Ohio. Visit their website at ohioheadandneck.com for details or call 330.492.2844 (toll-free at 800.541.6664).