

# My EHP Health Connection™

From the Employee Health Plan

Cleveland Clinic  
Employee Health Plan Bulletin  
EHP, EHP Plus  
June 2025

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## Provider/Benefit Updates

**EHP Plus Network:** Effective June 1, 2025, acupuncture has been removed from the list of services required to be rendered at Cleveland Clinic for coverage. Members may now visit any in-network acupuncturist, and the service will be covered according to the benefit.

**Florida:** Effective June 1, 2025, acupuncture has been added to the supplemented Aetna providers for the seven counties surrounding our Florida hospitals in the EHP network. You can search providers in your Employee Health Plan (EHP) provider directory, which can be accessed via your Aetna Health account. To log in or create an Aetna Health account, visit [Aetna.com](https://www.aetna.com).

In addition, Boca Raton Regional Hospital and West Boca Medical Center have been added to the list of supplemented non-Cleveland Clinic hospitals in Florida.

**Northeast Ohio:** Effective Jan. 1, 2025, the Fisher-Titus provider group which services the Norwalk, Huron County and central Ohio region, was added to the EHP and EHP Plus plans. While the providers of this group are in-network, their facilities are not. These providers must use a Cleveland Clinic facility.

## Coming Soon.....

In collaboration with Ayble Health, Cleveland Clinic Employee Health Plan is excited to offer GI nutrition and mental health support for members diagnosed with Crohn's, Ulcerative Colitis, and Irritable Bowel Syndrome.

### What does Ayble Health offer?

- On demand access to care between appointments - Ayble's team of licensed providers, GI nutrition specialists and stress management experts are here to support you, wherever and whenever you need help.
- Build an easy, effective diet plan that caters to your unique gut health needs.
- Learn and practice helpful strategies to relieve stress-related digestive symptoms.

Ayble will be covered at no cost to eligible health plan members after applicable copays. More information will be forthcoming.

## EHP Non-Discrimination Notice

EHP has updated its required Non-Discrimination Notice and it is available for viewing on our website at: <https://employeehealthplan.clevelandclinic.org>



## Join Healthy Choice before the June 30 deadline!

The Healthy Choice program is a voluntary discount program from the Employee Health Plan (EHP) that rewards you for taking action to manage your health.

If you have not enrolled, join by June 30 to work toward a 15% discount on your 2026 health plan premium.

Scan the QR code below to download the app and follow the steps to the right 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

## RESOURCES

### Wellness Tips: Get outdoors to get inspired

- Take a mindful walk today. Notice details like the texture of leaves, the sound of birds, or the feel of the wind.
- Unplug and observe! Use short breaks or waiting periods to simply sit and observe nature, rather than scrolling on your phone.

### 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.



### Health Coaching Team on Affirmations

Positive affirmations are statements that we say to ourselves about our character or values that acknowledge our strengths and efforts. Below are a few reasons why you should incorporate positive affirmations into your daily routine.

- Helps us internalize positive attributes.
- Boosts self-confidence and self-efficacy.
- Encourages persistence.
- Builds resiliency.



## Pediatric Primary and Specialty Care at Akron General Health Center

As a reminder, Cleveland Clinic Children's provides primary and specialty care services at the newly renovated Akron General Health Center located at 676 South Broadway Street in Akron. Services include:

- Allergy.
- Behavioral Health.
- Breastfeeding Medicine.
- Cardiology.
- Endocrinology.
- Fetal Cardiac Care.
- Gastroenterology, Hepatology and Nutrition.
- Hematology.
- Nephrology.
- Primary Care.
- Pulmonology.
- Rheumatology.
- Sleep Medicine.

To make an appointment, call 330.344.KIDS (5437).



## WeightWatchers Bankruptcy – How does it affect EHP members?

WW International (WeightWatchers) recently announced their filing of Chapter 11 as part of a restructuring plan to strengthen their position for future growth. During this transition period, WeightWatchers will operate as usual, with no changes to their programs. The Employee Health Plan will continue to subsidize memberships for plan members while this transition occurs.



## Caring for Caregivers offers streamlined access to counseling and work-life specialist services

All U.S. caregivers can now contact Caring for Caregivers, our organization's employee assistance program, at the same number – **216.445.6970** or toll-free at **1.800.989.8820**.

Caring for Caregivers offers confidential services such as brief counseling and related support. Through a new partnership with LifeMatters®, the team also offers work-life specialist services for concerns related to childcare, eldercare, legal matters, financial challenges and more.

To get started, call the number above, then follow the prompts below.

### Counseling Appointments

*Speak to an Intake Team member about counseling appointments and related information.*

**Press 1:** If you live in Ohio, to connect with the Caring for Caregivers intake team.

**Press 2:** If you live in any other state, to connect with our partners at LifeMatters.

### Work-Life Specialist

*Speak to a Work-Life Specialist about referrals for childcare, eldercare, housing, transportation, legal or financial resources.*

**Press 1:** If you live in Ohio, to connect with a Work-Life Specialist through our partners at LifeMatters.

**Press 2:** If you live in any other state, to connect with a Work-Life Specialist through our partners at LifeMatters.



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

## Important Health Plan Information

### Patient copays required for nonemergency outpatient appointments



Uncompensated care is a major challenge for providers nationwide.

At Cleveland Clinic, our first responsibility is to care for our patients, their health and the well-being of the communities we serve. To bring our mission to those who are in need, we also care for our organization.

Starting June 1, 2025, copays for nonemergency outpatient services\* are required by the time of service at all Cleveland Clinic U.S. locations. If copays are not made before or at check-in, Cleveland Clinic will offer to enroll patients in a 0% interest payment plan, and the patient's appointment will continue as scheduled.

This also applies to Employee Health Plan (EHP) members who receive care through Cleveland Clinic when an applicable copay is required. This change does not apply to patients with Medicaid or traditional Medicare (but those with a Medicare Advantage plan may have a copay depending on their specific Advantage plan).

Copays for emergency services, surgeries, cancer treatments, inpatient hospital stays and urgent/express

care visits are still expected, but not required, at the time care is provided.

Cleveland Clinic remains committed to providing the highest quality care for patients. Navigating healthcare coverage can be challenging, but it is important for patients to take responsibility for their portion of healthcare coverage. Our process update for collecting insurance copays is not intended to disrupt patient care.

Collecting all patient financial responsibility for the care provided, starting with copays, helps Cleveland Clinic ensure sustainable hospital operations and supports the seamless delivery of care.

*\*Nonemergency outpatient services include:*

- Scheduled office visits (primary care and specialists).
- Therapy services (physical therapy, occupational therapy, speech, etc.).
- Outpatient diagnostic testing (imaging, scheduled labs, etc.).
- Outpatient procedural visits and in-office procedures.