

Program Overview and Getting Started Guide

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. The program also provides resources to help you save on health care costs and support your overall wellbeing. When you participate and meet your goals, you'll become eligible for big savings on your health plan premiums – up to 30%. Have a spouse on your health plan? They can participate too, and together you could achieve the maximum discount.

The program begins each year in January. To get started, you'll need to submit some health information, view your health status and follow your personal program requirements – which are listed inside your Healthy Choice portal account. If you join and participate for at least six months and achieve all of your goals by the final deadline, you'll be eligible for a discount the following year.

Follow these steps to participate:

1. Log into Your Healthy Choice Portal Account Once Per Month

Your portal account is a critical tool to help you stay on track and meet your goals. Don't have an account? Use your health plan ID and date of birth to create your account and login.



Download the **EHP Healthy Choice app** or go to clevelandclinic.org/healthplan.

Have a spouse on your health plan? To comply with HIPAA, they need to create their own account (using their own email address, health plan ID and date of birth), and follow along with these steps. If they're not a caregiver, don't worry, you can access the EHP website and portal from any device with an internet connection.

A one-time \$60 credit is available in the portal, to use toward the purchase of an activity device. Log into your portal and select "Device Store" to learn more.

2. Submit a Health Visit Form



Once you've logged into your portal account, you can view this requirement on your dashboard, under "Program Overview." If your portal says your form is due, then it must be submitted by Sept. 30, 2024.

This form must be completed by a licensed health professional (MD, DO, NP, PA) at your Primary Care Provider's office. Submit the form as soon as possible, but no later than Sept. 30, 2024 so we can assign your health status.

If you've had a primary care office visit within the last two years, and lab work (lipid panel) in the last three years, results can be submitted from that visit. Contact your provider to ask if they are willing to complete your form, based on that information.

To print a copy, go to clevelandclinic.org/healthplan.

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3. View your Health Status & My Personal Program Requirements Monthly









Log into your Healthy Choice Portal to view your current health status and My Personal Program Requirements. This is important because your health status and My Personal Program Requirements will explain exactly how you need to participate to earn credit toward your premium discount.

Learn more about HEALTH STATUSES in the Healthy Choice Program

If your health status says CHRONIC CONDITION:

You have been identified with at least one of these six chronic conditions:

-  Weight (BMI at or above 27)
-  Hyperlipidemia (High Cholesterol)
-  Hypertension (High Blood Pressure)
-  Asthma
-  Diabetes
-  Nicotine/Tobacco use

You'll need to join a Coordinated Care Program to manage your condition(s) and track your goals. **Some members identified for weight management will need to participate in an eCoaching program.** Nicotine/tobacco users will need to join eCoaching for nicotine/tobacco cessation which includes smoking, chewing and vaping. View My Personal Program Requirements in your portal to learn which programs apply to you.

NOTE: If you do not agree with your diagnosis, you must contact the health plan to request an appeal before you can start participating. If you're enrolled

in Coordinated Care, contact your Care Coordinator to make this request.

If your health status says

HEALTHY:

You'll need to track your physical activity with an approved activity device that is linked to your portal account. Your goal is to reach 180,000 steps or 900 minutes of physical activity each calendar month, for any non-consecutive six months from Jan. 1 through Sept. 30.

If your health status says

UNKNOWN:

The health plan was unable to determine your current health status. Ask your provider to complete and sign a Health Visit Form and submit it as soon as possible, but no later than Sept. 30 so we can assign your Health Status.

NOTE: If you are unable to schedule an appointment with your PCP before Mar. 31, contact the EHP to discuss your options for getting started, such as:

Getting Started with a Chronic Condition: Do you have one of the six chronic conditions that Healthy Choice focuses on, but your Health Visit form hasn't been completed yet? Call 216.986.1050, option 2, to find out if you can enroll in the programs that apply to you.

Getting Started with an Activity Device: If you do not have one of the six chronic conditions, you can start participating with an activity device, but your participation will not count until we determine if you have the Chronic or Healthy status.

4. Start participating

START

Now that you understand what you're supposed to do, it's time to get started.

To earn full credit, you must start participating by Mar. 31 and meet all the goals that are set for you by Sept. 30. To earn partial credit, you must start participating by June 30 and meet all the goals that are set for you by Sept. 30.

View My Personal Program Requirements inside your portal for complete details. Log into your portal at least once per month to review your requirements and program communication.

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5. Finish strong by the final deadline – Sept. 30





Sept. 30 is the final day to finish your program requirements and submit your final results in order to receive credit for Healthy Choice.

View My Personal Program Requirements inside your portal for a detailed explanation of how to complete your program requirements by the final deadline.

How your premium level is determined

At the end of the program each year, your premium discount will be determined by your participation. If you cover a spouse, their participation will be combined with yours. Your discount will be applied to the following year, beginning Jan. 1.

UNDERSTANDING HEALTHY CHOICE PREMIUM LEVELS		
Premium Level	If you have Employee Only coverage 	If you have a spouse covered on the Employee Health Plan 
BRONZE (plan's standard, and highest, premium)	Earned NO credit	Both earned NO credit
SILVER 7.5% discount	N/A	One earned PARTIAL credit and one earned NO credit
GOLD 15% discount	Earned PARTIAL credit	Both earned PARTIAL credit —OR— One earned FULL credit and one earned NO credit
PLATINUM 22.5% discount	N/A	One earned FULL credit and one earned PARTIAL credit
DIAMOND 30% discount	Earned FULL credit	Both earned FULL credit

Caregivers or spouses who have questions about Healthy Choice can call EHP at 216.986.1050 (option 3) or toll free at 1.888.246.6648 (option 3). **Remember:** HIPAA regulations apply to questions you ask about the members of your household covered by the Health Plan.

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.