

# Healthy Choice FAQs

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## Eligibility

### Do you have to be on the Employee Health Plan to participate in Healthy Choice?

Yes. Employees and their spouses, who elect the Employee Health Plan, are eligible to participate in Healthy Choice.

Dependent children, retirees, and Cobra members are not eligible to participate.

### Can my spouse participate in Healthy Choice?

Yes. If your spouse is on the health plan, they can enroll and participate in Healthy Choice to maximize your premium discount.

### Do my dependent children need to participate in Healthy Choice?

No. Dependents children are not required or eligible to participate.

## Healthy Choice FAQs

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### 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?

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

## General FAQs

### What is an Incentive Program?

An Incentive Program refers to an individual's health based on the presence or absence of certain condition(s). The Incentive Program is used to determine participation in specific Healthy Choice programs.

### 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 Incentive program(s). Under "Health Coaching" it will indicate a "Premium" objective next to the Track.

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

If you have an "optional" Track this means the diagnosis is new and enrollment in the Track is optional for the current year.

### What are important dates I need to know?

- The program runs from Jan. 1–Sept. 30
- **Jan. 5:** Check your "Incentive Program" in your portal.
- **March 31:** To work toward a full discount, enroll, participate and meet your goals in your required Track. If you do not agree with your Track, you can submit an appeal with a body fat analysis for consideration no later than March 31. Please contact your health coach for more information and approved locations
- **June 30:** To work toward a partial discount, enroll, participate and meet your goals in your required Track.
- **Aug.15–Sept.30:** Meet your weight and messaging goals, then obtain and report completion of final metrics
- **Sept. 30:** Program closes.

### Is the app required to participate?

The app is not required to participate. However, it is recommended to download the Healthy Choice app to stay up to date with important messages specific to your Incentive Program and to take advantage of additional resources. Members in the Health Coaching Program will need to access the portal via the mobile app or desktop to message their health coach.

### Do I have to create a Healthy Choice account?

Yes. Your Healthy Choice portal account is a communication tool to track your goals and progress for the Healthy Choice program. Members in the Health Coaching Program will need to access the portal via the mobile app or desktop to message their health coach.

## Healthy Choice FAQs

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

To actively participate, you need to communicate and respond to your health coach as outlined in your program requirements.

### What is the difference between a Care Coordinator, Telephonic Medical Assistant and a Health Coach?

A **Care Coordinator** RN is a health care professional who collaborates with members who have been in a Healthy Choice Track. They work with members to offer resources, education and provide support in efforts to help members work toward health goals.

A **Telephonic Medical Assistant** is a Coordinated Care team member who works under the direction of the team's licensed staff. They stay in touch with members to gather information and give their support to help members reach program goals.

A **Health Coach** is a professional who cultivates a collaborative relationship with members to guide, encourage, and educate them in achieving their personal health and wellness goals. They facilitate lifestyle and behavior modifications.

### How can I contact my care coordinator, telephonic medical assistant or health coach?

The name and contact information for your care coordinator and/or health coach can be found in your Healthy Choice portal.

### 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. Your goals and required metrics are also visible in your Healthy Choice Portal. Final metrics can only be completed between Aug 15.–Sept. 30. Late submission of final metrics will not be accepted.

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

To report that you have completed your final metrics, login to your Healthy Choice portal and follow the prompts to report completion. You can report completion between Aug. 15–Sept. 30.

### Am I required to track steps and active minutes if I am in the Care Coordinator Program or the Health Coaching Program to work toward a premium discount?

No. You are not required to track steps or active minutes to work toward a premium discount unless you are in the Activity Program. However, we encourage you to sync a device to the Healthy Choice portal to personally monitor, track and support your overall well-being.

### 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. Review the Appeal FAQs section for more information.

## Health Visit Form

### Where do I find the Health Visit Form?

The form can be found in your portal under “Resources”.

### When does the Health Visit Form have to be submitted?

A completed Health Visit Form must be submitted no later than Sept. 30. However, we encourage early submission so that you can begin participating in the appropriate Track(s).

## Healthy Choice FAQs

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### Can I use a previous doctor's visit for the Health Visit Form?

Yes. Your physician can use information from a previous visit to complete the form. However, the visit must be within the last two years and the labs within the last three years. The form must be completed by your primary care provider's office. A virtual visit is not approved for Health Visit Form completion.

### What do I do if I am unable to schedule a visit with my primary care provider prior to March 31?

If you are unable to schedule an appointment prior to March 31, contact the EHP Wellness Specialists at 216.986.1050, option 3 for more information.

### Can I get started before my Health Visit Form is submitted?

Yes. You can start participating in the Healthy Choice program prior to submitting your Health Visit Form.

**Care Coordinator Program or Health Coaching Program:** If you know you have one of the five Track(s) that Healthy Choice focuses on, but your Health Visit form hasn't been completed, call 216.986.1050, option 2, to find out if you can enroll in the Track(s) that apply to you.

**Activity Program:** If you do not have one of the five Track(s), you can start participating with an activity device. Your steps or active minutes will not count toward your Healthy Choice goal until your Health Visit Form is submitted and your Incentive Program is determined.

## Devices

### How do I redeem my device credit?

To redeem your device credit, log in to your portal and navigate to "Device Store", then select "Get Gift Code". Follow the instructions to redeem your device credit.

### How do I sync my device to the Healthy Choice portal?

In your Healthy Choice portal, under Wellness Resources, select "How to link a device" to learn more.

### What devices are compatible with the Healthy Choice portal?

The Healthy Choice portal syncs with Fitbit, most Garmin devices and Apple Watch. For other devices, please contact an EHP Wellness Specialists at 216.986.1050, option 3.

### What if my device is lost, broken, or not working properly?

It is your responsibility to ensure your device is working correctly and data is recorded. The health plan is not responsible for issues with lost, broken, or malfunctioning devices.

### Am I eligible for more than one device credit?

No. The program allows for one non-transferable device credit per person. However, members have access to discounted devices in the Wellness Outlet.

### New Caregiver Program FAQs

#### Who is eligible for the New Caregivers Program?

A caregiver is eligible for the New Caregiver Program if they meet One of the following criteria:

- Caregiver has not been employed at Cleveland Clinic within the 12 months prior to their most recent hire date.

OR

- Caregiver is newly enrolled in EHP benefits due to open enrollment or a life event change. If you're newly married, please contact an EHP Wellness Specialist at 216.986.1050, option 3.

*For additional details about the New Caregiver Program or FAQs, please refer to the Employee Health Plan Website.*

### Unknown Status FAQs

#### What is an “Unknown” Incentive Program?

An “Unknown” status means the health plan does not have enough information to determine which Healthy Choice program you need to participate in.

#### Do I need to submit a Health Visit Form to participate in the program?

Yes. A Health Visit Form is required for the Incentive Program: Unknown Status.

*For additional details about the Health Visit Form, please refer to the “Health Visit Form” section located under “General FAQs”.*

#### What is a Care Coordinator Incentive Program?

A Track in the Care Coordinator Program means you have one or more of the five Track(s) the Healthy Choice program supports. These Track(s) include: **Asthma Track, Diabetes Track, Hypertension Track, Hyperlipidemia Track or Weight Track**. You will work with a care coordinator or telephonic medical assistant for support and to work toward goals to earn a premium discount.

#### What is a Health Coaching Incentive Program?

A Track in the Health Coaching Program means you have a Track the Healthy Choice program supports. You will message with a health coach in the Healthy Choice portal for support and to work toward goals to earn a premium discount.

#### What is an Activity Program?

A Track in the Activity Program means you do not have any of the following Track(s): Asthma Track, Diabetes Track, Hypertension Track, Hyperlipidemia Track or Weight Track.

#### What is an Out-of-State Incentive Program?

A Track in the Out-of-State Incentive Program means you have a Track(s) the Healthy Choice program supports but live in a state where health coaches or care coordinators. RN licensure criteria are not available.

#### What is an Activity Modified Incentive Program?

A Modified Track means you have been assigned alternative goals due to a medical condition.

### Activity Program FAQs

#### What is an Activity Program?

A Track in the Activity Program means you do not have any of the following Track(s): Asthma Track, Diabetes Track, Hypertension Track, Hyperlipidemia Track or Weight Track.

#### What happens if I have an Incentive Program: Activity Program and become pregnant?

Continue using your activity tracker for your participation credit. If you are experiencing a medical condition during your pregnancy that prevents you from being physically active, contact the EHP Wellness Specialists at 216.986.1050, option 3 to discuss other options.

#### What do I do if I can't complete steps or minutes?

There may be other options available to you. Contact the EHP Wellness Specialists at 216.986.1050, option 3.

#### What goals do I have to meet to earn a premium discount?

To learn more about the Activity Program goals, view the Program Requirements found in your portal.

#### Am I able to provide screenshots of steps or active minutes to count toward my activity requirements?

Screenshots of activity will not be considered for proof of steps or active minutes. It is important to check your Healthy Choice portal weekly to ensure steps and active minutes are syncing to the portal.

#### How will I know if I'm on track to earn my discount?

Regularly check the Healthy Choice portal to monitor your logged activity. It will show your progress toward meeting the full or partial credit goals.

#### How often should I sync my device with the portal?

Sync your device regularly to ensure your data is recorded accurately. Daily syncing is ideal, but weekly syncing is also sufficient.

*For additional details about Devices, please refer to the "Devices" section located under "General FAQs".*

### Activity Modified Program FAQs

#### What is an Activity Modified Incentive Program?

A Modified Track means you have been assigned alternative goals due to a medical condition to work toward a premium discount.

#### Do I have to track fruits, veggies and water?

While you can track all of them, you are only required to track one category: track fruits, veggies or water. To earn full credit, track at least 10 times each month for six months. To earn partial credit, track at least 10 times each month for three months or 5 times each month for six months. Refer to the Program Requirements found in the Healthy Choice portal for more details.

## Healthy Choice FAQs

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### How often do I need to submit an appeal to participate in the Modified Track?

This may vary due to medical condition(s). Please reach out to the EHP Wellness Specialists at 216.986.1050, option 3.

### If I'm in a Modified Track, is my spouse still required to participate?

Yes. Your spouse will have their own Incentive Program and will need to participate in their required Track(s).

### Am I able to provide screen shots of steps or active minutes to count toward my activity requirements?

Screen shots of activity will not be considered for proof of steps or active minutes. It is important to check your Healthy Choice portal weekly to ensure steps and active minutes are syncing to the portal.

### How will I know if I'm on track to earn my discount?

Regularly check the Healthy Choice portal to monitor your logged activity. It will show your progress toward meeting the full or partial credit goals.

### How often should I sync my device with the portal?

Sync your device regularly to ensure your data is recorded accurately. Daily syncing is ideal, but weekly syncing is also sufficient.

*For additional details about Devices, please refer to the "Devices" section located under "General FAQs".*

## Out-of-State FAQs

### What does it mean if my Incentive Program is Out-of-State?

An Out-of-State Incentive Program means you have a Track but live in a state where Care Coordinator RN licensure criteria is not available. To meet program requirements, you'll need to track your steps or active minutes using an approved device and sync to your Healthy Choice portal.

### What happens if I move to a different state during the program year, will my program requirements change?

Yes. Your program requirements may change if your residence status updates. Reach out to an EHP Wellness Specialist for more information at 216.986.1050, option 3.

### What do I do if I can't complete steps or active minutes?

There may be other options available to you. Contact the EHP Wellness Specialists at 216.986.1050, option 3.

### Am I required to track steps and active minutes if I have an Out-of-State Incentive Program to work toward a premium discount?

Yes. You are required to track steps or active minutes to work toward a premium discount.



### How will I know if I'm on track to earn my discount?

Regularly check the Healthy Choice portal to monitor your logged activity. It will show your progress toward meeting the full or partial credit goals.

*For additional details about Devices, please refer to the "Devices" section located under "General FAQs".*

## Care Coordinator Program FAQs

### What is a Care Coordinator Incentive Program?

A Track in the Care Coordinator Program means you have one or more of the five Track(s) the Healthy Choice program supports. These Track(s) include: **Asthma Track, Diabetes Track, Hypertension Track, Hyperlipidemia Track or Weight Track.**

You will work with a care coordinator or telephonic medical assistant for support and to work toward goals to earn a premium discount.

### What happens if I get closed out of a Care Coordinator Program?

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

### How can I contact my care coordinator or telephonic medical assistant?

The name and contact information for your care coordinator or telephonic medical assistant can be found in your Healthy Choice portal.

### What should I do if I disagree with my Incentive Program?

If you do not agree with your Incentive Program, contact your care coordinator or telephonic medical assistant.

## Weight Track

### If I am in the Weight Track, what happens if I am pregnant or become pregnant?

If you are pregnant or become pregnant, contact your care coordinator or telephonic medical assistant to determine your new program requirements.

### What should I do if I disagree with the Weight Track?

If you do not agree with your Weight Track or if you believe that your BMI doesn't accurately reflect your body mass composition, you can submit an appeal with a body fat analysis for consideration no later than March 31. Please contact your care coordinator or telephonic medical assistant.

### If I am in a Weight Track and I gain weight, can I still earn a discount?

If you are in the Weight Track only, 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 I am in the Care Coordinator Weight Track Program, do I have to have an updated blood pressure (BP) and lipid panel (LDL)?

Yes. If you are enrolled and participating in the Care Coordinator Weight Track 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 goals for the Weight Track?

The goals for the Weight Track 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 low-density lipoprotein (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 CAD my blood pressure is at or below 130/80.

### Are my clothes accounted for 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 Track

### 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.

*To learn more about your specific goals, login to your Healthy Choice Portal and click “View Goals” on your dashboard.*

## Hyperlipidemia Track

### 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.

### 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.

*To learn more about your specific goals, login to your Healthy Choice Portal and click “View Goals” on your dashboard.*

## Diabetes Track

### 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.

*To learn more about your specific goals, login to your Healthy Choice Portal and click “View Goals” on your dashboard.*

### Hypertension Track

#### 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 Incentive Program, you will need an updated blood pressure every two years. If you are participating in a Care Coordinator Hypertension Track Program, blood pressure will be a goal and required every year between Aug. 15–Sept. 30. Connect with your care coordinator to confirm your goals.

*To learn more about your specific goals, login to your Healthy Choice Portal and click “View Goals” on your dashboard.*

## Health Coaching Program FAQs

#### What is a Health Coaching Incentive Program?

A Track in the Health Coaching Program means you have a Track the Healthy Choice program supports. You will message with a health coach in the Healthy Choice portal for support and to work toward goals to earn a premium discount.

#### How will I communicate with my health coach?

New in 2026 you will be messaging with your health coach through the Healthy Choice portal. You can expect a welcome message upon enrollment in the program explaining next steps.

#### Can I access the Healthy Choice App on my phone or computer?

Yes. You can access the portal on your desktop via this link: <https://ehp.motionconnected.com/mc1ccehplog.aspx>

OR

Scan the QR code or click the logo to download the Healthy Choice App



#### I'm concerned about privacy using an app. Is there another option?

Confidentiality and security are a priority, and this app is HIPAA compliant to ensure data is secure.

#### Can I communicate with my health coach via phone instead of using the messaging through the Healthy Choice portal?

No. Health Coaching programs require you to use the Healthy Choice app or portal to communicate with your Health Coach and to count toward your messaging requirement.

It's highly encouraged to message with your coach either through the Healthy Choice App either on your mobile or desktop. Special requests can be taken into consideration.

## Healthy Choice FAQs

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### How often should I message my health coach?

Frequent communication is key. Members who are most successful typically message their health coach at least 1-2 times per week. You will need to send a minimum of one message a week for 16 weeks to work toward full credit. *Refer to your Program Requirements in your Healthy Choice portal for more information.*

### Why am I receiving weekly check-in messages from my health coach?

Consistent engagement with your health coach helps support you on your well-being journey. If your health coach hasn't heard from you, they'll send a message to check-in and remind you to continue communicating to stay active and engaged in the program.

### Will my health coach provide me with a workout program or diet plan?

Your health coach can provide suggestions for general exercise and healthy eating guidelines. However, the health coaching team does not provide individualized workout or meal plans. EHP does offer options for receiving nutrition and fitness services. You can find more information on the Member Offerings page.

### What should I do if I disagree with my Incentive Program?

If you do not agree with your Weight Track, you can submit an appeal with a body fat analysis for consideration no later than March 31. Please contact your health coach, or an EHP Wellness Specialist at 216.986.1050, option 3 for more information.

### Who do I contact if I still have questions?

You can talk with your health coach if you have any questions or email us at [EHPHealthCoaching@ccf.org](mailto:EHPHealthCoaching@ccf.org).

## Weight Track

### If I am in the Weight Track, what happens if I am pregnant or become pregnant?

If you are pregnant or become pregnant, contact your health coach to determine your new program requirements.

### What should I do if I disagree with the Weight Track?

If you do not agree with your Weight Track or if you believe that your BMI doesn't accurately reflect your body mass composition, you can submit an appeal with a body fat analysis for consideration no later than March 31. Please contact your health coach, or an EHP Wellness Specialist at 216.986.1050, option 3 for more information.

### If I am in a Weight Track and I gain weight, can I still earn a discount?

If you are in the Weight Track only, 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.

*To learn more about your specific goals, login to your Healthy Choice Portal and click "View Goals" on your dashboard.*

# Nicotine Program FAQs

### Is the Nicotine Program part of the Healthy Choice Program?

No. The Nicotine Program is not part of the Healthy Choice Program. The non-premium Nicotine Program, offered by the Employee Health Plan, is message-based coaching designed to help members quit tobacco or nicotine at no cost.

*For more information, visit the EHP website under "Member Offerings".*

# Appeals

### When can I submit a premium appeal?

Premium appeals can be requested between Oct. 4, 2025, through March 31, 2026.

### 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.

### When can I request a Body Fat Analysis (BFA)?

A BFA can be submitted by March 31 for an appeal from the Weight Track. The appeal letter will notify you if you have been removed from the Weight Track.

### I missed requesting a BFA appeal by the March 31 deadline, can I still request an appeal to have the Weight Track removed after that timeframe?

Appeals after March 31 will not be accepted.

### If I had an Unknown Incentive Program at the beginning of the year, can I still submit a BFA if I get placed in the Weight Track after my Health Visit Form is entered?

If your Incentive Program was Unknown Status at the beginning of the year, you are required to submit an updated Health Visit Form. This will update your Incentive Program, and you will have 30 days from the date your Health Visit Form was received by the Employee Health Plan to submit a BFA and request an appeal. The appeal letter will notify you if you have been removed from the Weight Track.

### What is a one-time exception?

Members are only provided a one-time exception during the life of the Healthy Choice Program. The member must request this appeal through their care coordinator or by calling a wellness specialist.

### Does my spouse need to participate if I get married and add them to my health plan?

If you were married between Jan. 1 and June 30, your spouse must participate in their required Track(s), and their participation will count towards your premium discount. If you were married July 1 or after, your spouse's participation will not count towards the premium discount, however they will need to enroll and start participating for the following year.

### **Do both my spouse and I need to participate to get the New Caregiver Program discount?**

No. Since the New Caregiver Program is an introductory program, either the spouse or the caregiver can participate to earn the discount the following year. In year two, both the spouse and the caregiver will need to participate to maximize their discount.

### **Can I submit screenshots of my steps or active minutes?**

No. We do not accept screenshots of steps or active minutes to count towards participation. It is the member's responsibility to log into their Healthy Choice portal weekly to ensure their device is syncing and showing in their portal.

### **If I get divorced during the program year, will my spouse's participation count towards my premium discount?**

If you have documentation of a divorce during the current year, then your spouse's participation will not count toward your premium discount.

### **When will I know if my appeal was approved?**

Once an appeal is entered and submitted, the Healthy Choice Review Panel will have a response within 30 days. The member will receive a letter with the appeal findings via the United States Postal Service.

### **If I did not submit my final metrics to my care coordinator or health coach, can I file an appeal to earn a premium discount?**

A member can request a one-time exception up to 30 days after the program deadline to request late submission of final metrics to be considered. The Healthy Choice Review Panel will determine if a one-time exception has been used in the past.

### **If I see a Track on my Incentive Program and I don't agree with this Track can I ask to have it removed via an appeal?**

A Track, with approved documentation, will be considered by the Healthy Choice Review Panel, Care Coordinator or Medical Director for removal. If approved, the Track would be removed for a two-year timeframe. A member will need to submit a new appeal after the two-year timeframe.

### **I didn't get my Health Visit Form submitted until September 30, I thought I would be in the Activity Program however I am assigned to a different program. Can I have an appeal to track steps and active minutes for this year?**

No. While the deadline to submit a Health Visit Form is Sept. 30, it is highly encouraged to have the Health Visit Form submitted before March 31. This allows members to enroll and work toward a full credit premium discount by March 31 or by June 30 to work toward a partial premium discount. Members can also call and speak with a Wellness Specialist to enroll in the Care Coordinator Program or Health Coaching Program if they believe they have one of the five Healthy Choice Program Track(s).

### **My spouse didn't earn a discount this year. Can I request an appeal for them?**

No. Your spouse would need to talk with their care coordinator or a Wellness Specialist to request an appeal.

# Healthy Choice Portal Wellness Resources

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

View “Join a gym” under Wellness 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 learn more about Educational Well-being resource videos?

Click on the “Education” tab on your portal dashboard, all videos will be listed in this section.

### 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? Contact an EHP Wellness Specialist at 216.986.1050, option 3, or visit our website at <https://employeehealthplan.clevelandclinic.org> for more information.**

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.

View our privacy policies at [Notice of Privacy Practice](#)

View the nondiscrimination notice at [EHP Non-Discrimination Notice](#)

*Remember:* HIPAA regulations apply to questions you ask about the members of your household covered by the Health Plan.