

EHP Quick Reference Guide

CLEVELAND CLINIC EMPLOYEE HEALTH PLAN Phone: 216.986.1050 Toll-free: 888.246.6648 TTY: 711		
Employee Health Plan <i>(see options below)</i>	Medical Management Option 2	Pharmacy Management Option 4
<ul style="list-style-type: none"> • Benefit Determination (Opt 1) • Billing (Opt 1) • EHP Wellness/Healthy Choice (Opt 3) • Eligibility Verification (Opt 1) • Referral/Claims Issues (Opt 1) <p> EHP Wellness fax: 216.448.2055 Eligibility fax: 216.448.2054 General fax: 216.448.2053 Email address: cehpao@ccf.org Web address (Internet): employeehealthplan.clevelandclinic.org or via the intranet by clicking on the "Employee Health Plan" link. </p>	<ul style="list-style-type: none"> • Case Management • Coordinated Care Programs • Precertification for Notification and Medical Necessity <p> Coordinated Care fax: 216.442.5795 Medical Management fax: 216.442.5791 Emergency Room Transfer Line: 888.246.6648 </p>	<ul style="list-style-type: none"> • Formulary Drug Review • Pharmacy Management Programs <p> Pharmacy fax: 216.442.5790 </p> <ul style="list-style-type: none"> • Cleveland Clinic Home Delivery Pharmacy Phone: 216.448.4200 or toll-free: 888.276.0885 Fax: 216.448.5603 • Cleveland Clinic Home Infusion Pharmacy (injectables only) Phone: 216.444.HOME (4663) or toll-free: 800.263.0403 • Cleveland Clinic Pharmacy Information Hotline Phone: 216.445.MEDS (6337) or toll-free: 866.650.MEDS (6337) Web address: clevelandclinic.org/pharmacy • Cleveland Clinic Specialty Pharmacy Phone: 216.448.7732 or toll-free: 844.216.7732 Fax: 216.448.5601
AETNA (Cleveland Clinic EHP TPA) Option 5		
<ul style="list-style-type: none"> • Mailing address: P.O. Box 981106, El Paso, TX 79998-1106 • Phone number (toll-free): 833.414.2331 • Web address: aetna.com 		
CLEVELAND CLINIC HR SERVICE CENTER		
<p> Phone: 216.448.2247 Toll-free: 877.688.2247 Fax: 216.448.0645 </p>	<ul style="list-style-type: none"> Option 1: Benefits, Retirement, Life Events, Talent Acquisition Option 2: Kronos Option 3: Leave of Absence, PTO, FMLA Option 4: Payroll Option 5: Workday Password Reset Option 6: Employment Verification 	<ul style="list-style-type: none"> • CVS Caremark Phone: 866.804.5876 Email address: customerservice@caremark.com Web address: caremark.com • SilverScript Phone: 866.693.4617 Web address: caremark.com

For MEDICARE information: toll-free at 800.Medicare (800.633.4227)