

EHP Total Care Quick Reference Guide

Cleveland Clinic Employee Health Plan (EHP) Total Care Customer Service Unit

- | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Eligibility Verification • Benefit Determination • Referral/Claims Issues • Network Provider Questions • General Health Plan Questions • EHP Wellness | <ul style="list-style-type: none"> • Phone numbers: 216-448-0800 or toll-free 1-866-811-4352 • Fax number: 216-448-9053 • Customer Service Eligibility Fax number: 216-448-0954 | <ul style="list-style-type: none"> • E-mail address: cehpao@ccf.org | <ul style="list-style-type: none"> • Web address: www.clevelandclinic.org/healthplan or via the intranet by clicking on the “Employee Health Plan” link |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Cleveland Clinic Benefits Department

- | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Life Events • Short-Term Disability • Salary Continuation • Savings & Investment Plan | <ul style="list-style-type: none"> • PayFlex • Retirement/Pension • Dental/Vision • COBRA | <ul style="list-style-type: none"> • Phone number: 216-448-0600 • Fax number: 216-448-0637 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|

Mutual Health Services Customer Service (Cleveland Clinic EHP Total Care TPA)

- | | |
|------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Phone number: toll-free 1-800-451-7929 | <ul style="list-style-type: none"> • Mailing address: P.O. Box 89472 Cleveland, OH 44101-6472 |
|------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|

EHP Total Care Medical Management and Pharmacy Department (Medical, Behavioral Health, and Pharmacy Services)

- | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Prior Authorization for Clinical Appropriateness and Notification • Coordinated Care Programs • Case Coordination • Formulary Drug Review • Pharmacy Coordination Programs | <ul style="list-style-type: none"> • Phone numbers: 216-986-1050 or toll-free 1-888-246-6648 • Fax number: 216-643-7378 • Web address: www.chnetwork.com • Emergency Room Transfer Line: 1-866-721-9803 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

• Tier 2 Networks

Cleveland Health Network

Phone: 1-888-246-6648 **Web address:** www.chnetwork.com

Medical Mutual Traditional

Phone: 1-800-601-9208 **Web address:** www.supermednetwork.com

USA Managed Care Organization (USAMCO)

Phone: 1-800-872-3860 **Web address:** www.usamco.com

• **Employee Assistance Program (EAP) — Caring for Caregivers**

Licensed Professionals Health Program — Phone: 216-444-7023

CONCERN Employee Assistance Program — Phone: 216-445-6970
or toll-free: 1-800-989-8820

Wellbeing Resource and Referral Services:

– **Family Dependent Care Specialist — Toll-free phone:** 1-800-445-1641

– **Legal Assist Specialist — Toll-free phone:** 1-866-707-5385

Prescription Drug Benefit

- **Cleveland Clinic Pharmacy Information Hotline**
Phone numbers:
216-445-MEDS (6337)
or toll-free
1-866-650-MEDS (6337)
Web address:
www.clevelandclinic.org/pharmacy
- **Home Delivery Service**
Phone number:
216-328-6075
Fax number:
216-328-6076
- **Cleveland Clinic Home Infusion Pharmacy** (injectables only)
Phone numbers:
216-444-HOME (4663)
or toll-free
1-800-263-0403
- **CVS Caremark**
Phone number:
1-866-804-5876
E-mail address:
customerservice@caremark.com
Web address: www.caremark.com

For MEDICARE information: toll-free at 1-800-Medicare (1-800-633-4227)