

# Cleveland Clinic Express Care Online

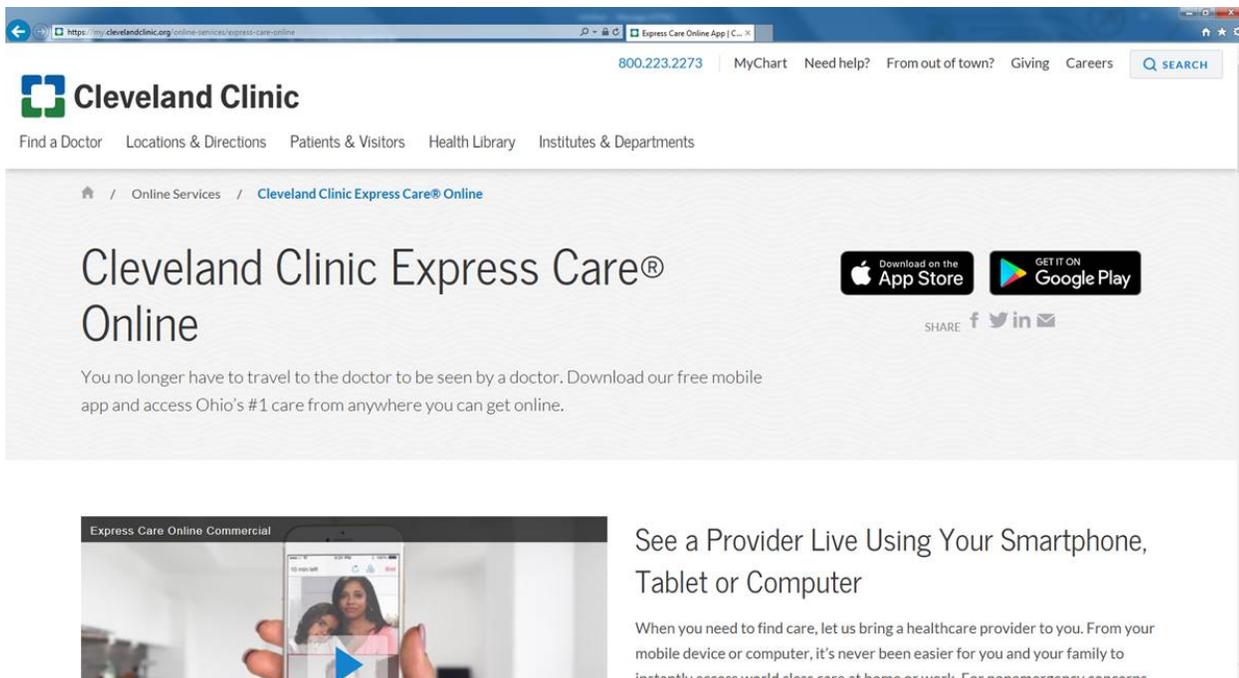
## Step-by-Step Instructions for MMO Health Plan Members

As a member of Medical Mutual's SuperMed PPO health plan, you have access to Cleveland Clinic's Express Care Online. Express Care Online is a secure telemedicine service that offers 24/7 care with no appointment needed. It can be used for simple conditions such as sinus infections, cough and cold symptoms, bronchitis, rashes, asthma, earaches, and urinary tract infections.

An Express Care Online visit is considered by the health plan in the same manner as an office visit to your primary care provider. However, there is **no cost** to you, or your eligible dependents age 2 and older, for an Express Care Online visit.

***NOTE: You will need your MMO ID card to register for an online, virtual visit. It is very important that your name, and the patient's name and date of birth, match what is reflected in MMO's eligibility system. Prior to the virtual visit, the Cleveland Clinic will check MMO's system to confirm eligibility. If this information doesn't match exactly, you will be asked to provide your credit card and billed upfront for these services. If this happens, the Cleveland Clinic will reimburse you (via credit card) once MMO has processed your claim.***

### 1. Visit: <https://my.clevelandclinic.org/online-services/express-care-online>



800.223.2273 | MyChart | Need help? | From out of town? | Giving | Careers | SEARCH

**Cleveland Clinic**

Find a Doctor | Locations & Directions | Patients & Visitors | Health Library | Institutes & Departments

Online Services / Cleveland Clinic Express Care® Online

## Cleveland Clinic Express Care® Online

Download on the App Store | GET IT ON Google Play

SHARE f t in

You no longer have to travel to the doctor to be seen by a doctor. Download our free mobile app and access Ohio's #1 care from anywhere you can get online.

Express Care Online Commercial

See a Provider Live Using Your Smartphone, Tablet or Computer

When you need to find care, let us bring a healthcare provider to you. From your mobile device or computer, it's never been easier for you and your family to instantly access world-class care at home or work. For non-emergency concerns

## 2. Scroll Down and click on “Start a virtual visit with a provider.”

Express Care Online Commercial

See a Provider Live Using Your Smartphone, Tablet or Computer

When you need to find care, let us bring a healthcare provider to you. From your mobile device or computer, it's never been easier for you and your family to instantly access world class care at home or work. For nonemergency concerns, patients ages 2 and older can get a diagnosis or prescription online from a healthcare provider in about a 10-minute virtual visit. Our Express Care Online service allows you to choose between an on demand visit right away or to schedule a virtual follow-up visit for a later date.

[GET STARTED >](#)

**24/7 ON DEMAND VISITS**  
[START A VIRTUAL VISIT WITH A PROVIDER >](#)

**SCHEDULED VISITS**  
[SCHEDULE A VIRTUAL VISIT FOR LATER >](#)

## 3. Click on **ENROLL NOW**

through live video for many common health issues. Each on demand virtual visit costs \$49 or less.

Natalie Rudd Express Care Testimonial

Get Care Now From the Comfort of Your Home... No Appointment Needed

Express Care Online offers secure, cost-effective care for common illnesses and health problems through a live, online virtual visit. Rather than driving to your physician or waiting it out at your nearest emergency room, you can see a healthcare provider from your home or office in only minutes, on your smartphone, tablet or computer. Once you create an account, a provider can review your symptoms and questions, diagnose and send a prescription to the pharmacy of your choice. Providers are available online to see patients ages 2 and older, 24/7, 365 days a year. Patients 17 years and younger must be accompanied by a parent or guardian during the visit.

[ENROLL NOW](#)

<https://clevelandclinicmycareonline.org/landing.htm>

Commonly Treated Conditions

**4. Input the information prompted, check ‘I agree to these terms of use’ and click on “Sign Up.”** *Note, your name must match exactly how it is reflected on your MMO ID card.*

https://clevelandclinicmycareonline.org/landing.htm

Log In | Test Computer | Provider Login

Cleveland Clinic | Express Care Online

First Name MI Last Name

Email

Confirm Email

Password

I agree to these [Terms of Use](#).

**Sign Up**

Already have an account? [Log In](#)

Welcome to Express Care Online

Use Express Care Online for coughs, colds, minor pains and other non-emergency concerns, 24/7. No appointment needed. You will see and speak with a provider live, using your mobile phone, tablet or computer, anytime. Select patients can also use Express Care Online for scheduled follow-up appointments. Ask your provider if a virtual visit is suitable for you.

**5. Input the information prompted and click on “Continue.”** *Note, your date of birth must match exactly how it is reflected in MMO’s Eligibility System.*

https://clevelandclinicmycareonline.org/enrollment/demographics.htm

On Demand Virtual Visits | Express Care Online | Your Demographics

Cleveland Clinic | Express Care Online

We need a few more details to create your profile.

Current Location

Date of Birth:

Month Day Year

Male  Female

Please provide your home address.

Address 1

Address 2

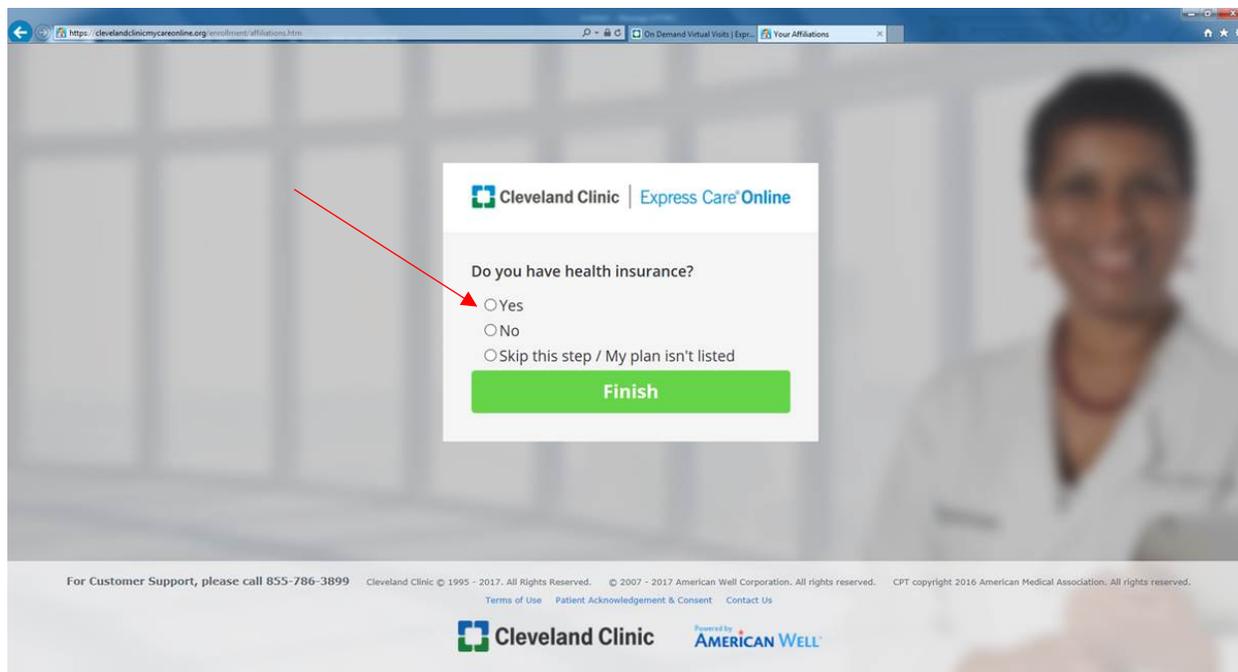
City

State/Province

ZIP/Postal Code

**Continue**

## 6. It will ask if you have Health Insurance - Click “Yes.”



https://clevelandclinicmycareonline.org/enrollment/affiliations.htm

Cleveland Clinic | Express Care Online

Do you have health insurance?

Yes

No

Skip this step / My plan isn't listed

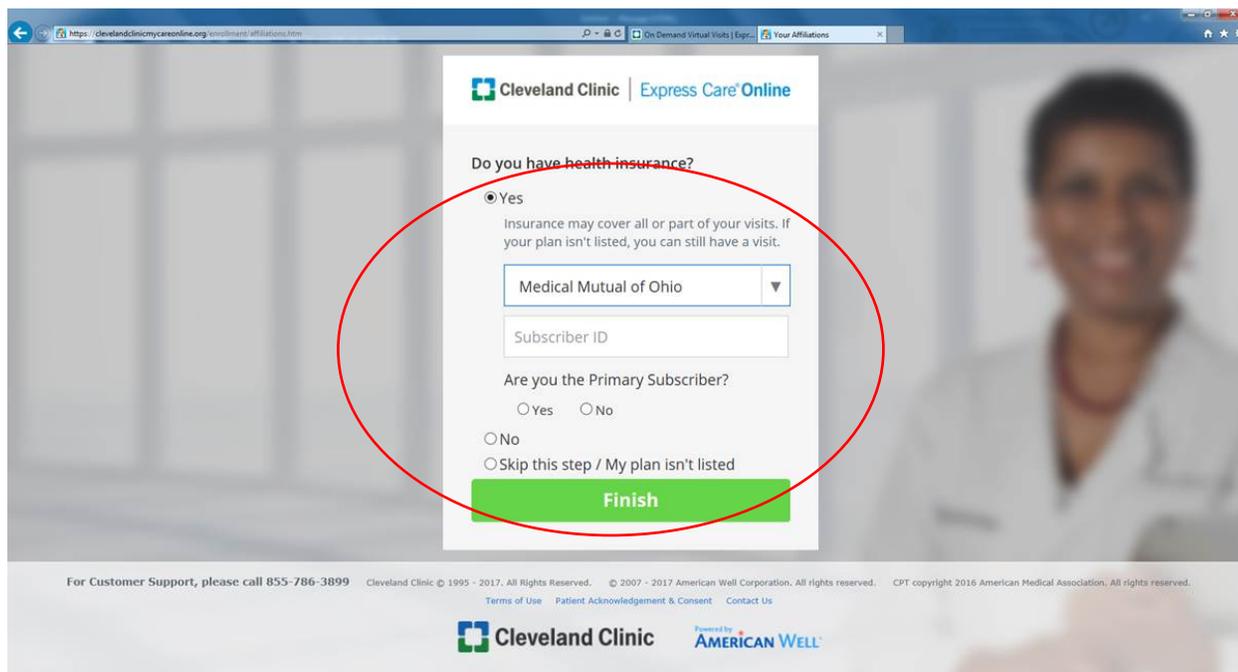
Finish

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7. After you click “Yes,” click on the health plan drop-down menu and choose “Medical Mutual of Ohio” and then type in the 12-digit MMO ID number listed on your ID card. Then input the insurance information required and click “Finish.”  
*Note, you are the Primary Subscriber if you are the covered employee. Otherwise, click on “No.”*



https://clevelandclinicmycareonline.org/enrollment/affiliations.htm

Cleveland Clinic | Express Care Online

Do you have health insurance?

Yes

Insurance may cover all or part of your visits. If your plan isn't listed, you can still have a visit.

Medical Mutual of Ohio

Subscriber ID

Are you the Primary Subscriber?

Yes  No

No

Skip this step / My plan isn't listed

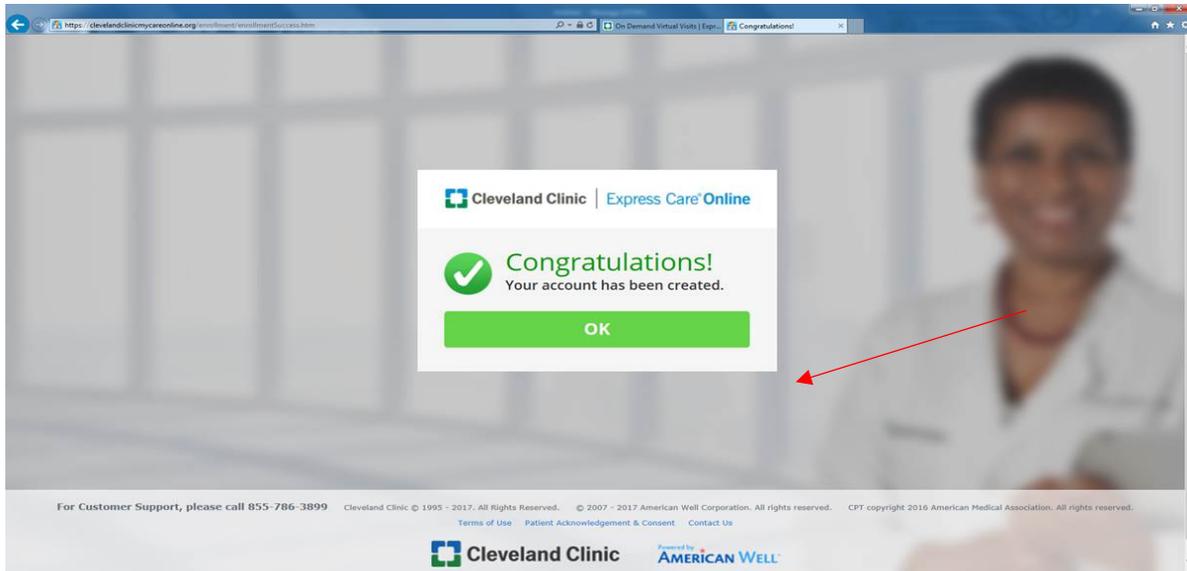
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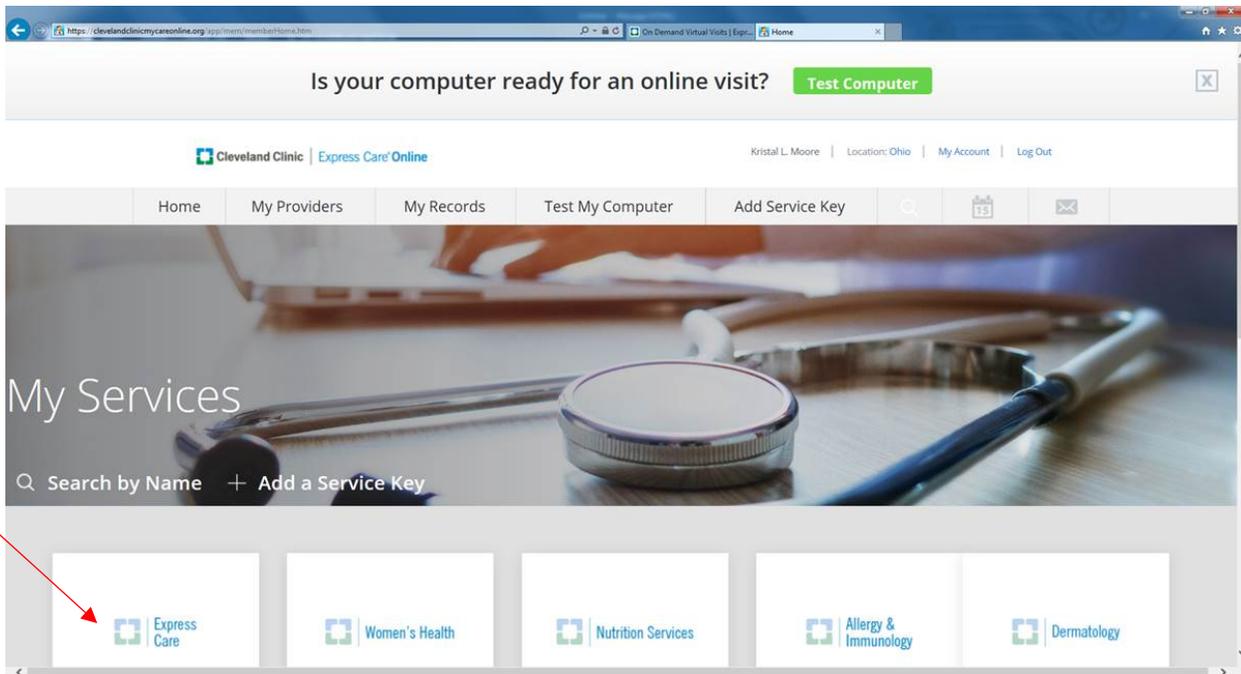
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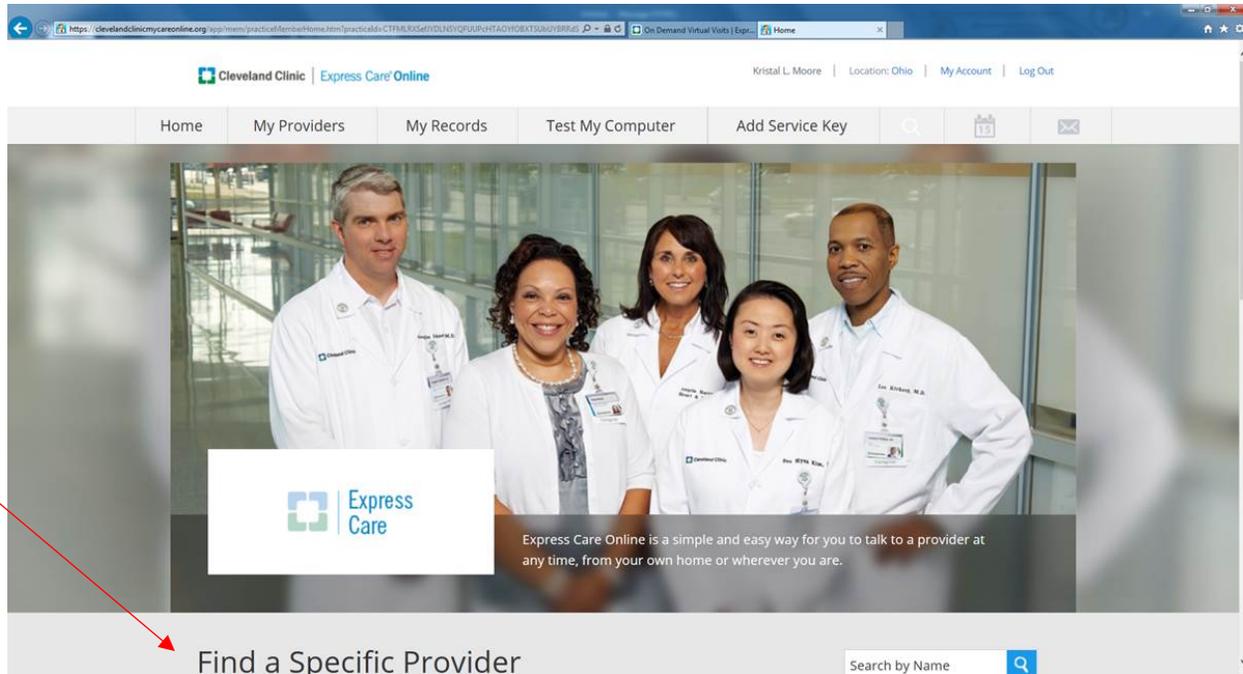
**8. Once you click on Finish you should see this screen. Click “OK.”**



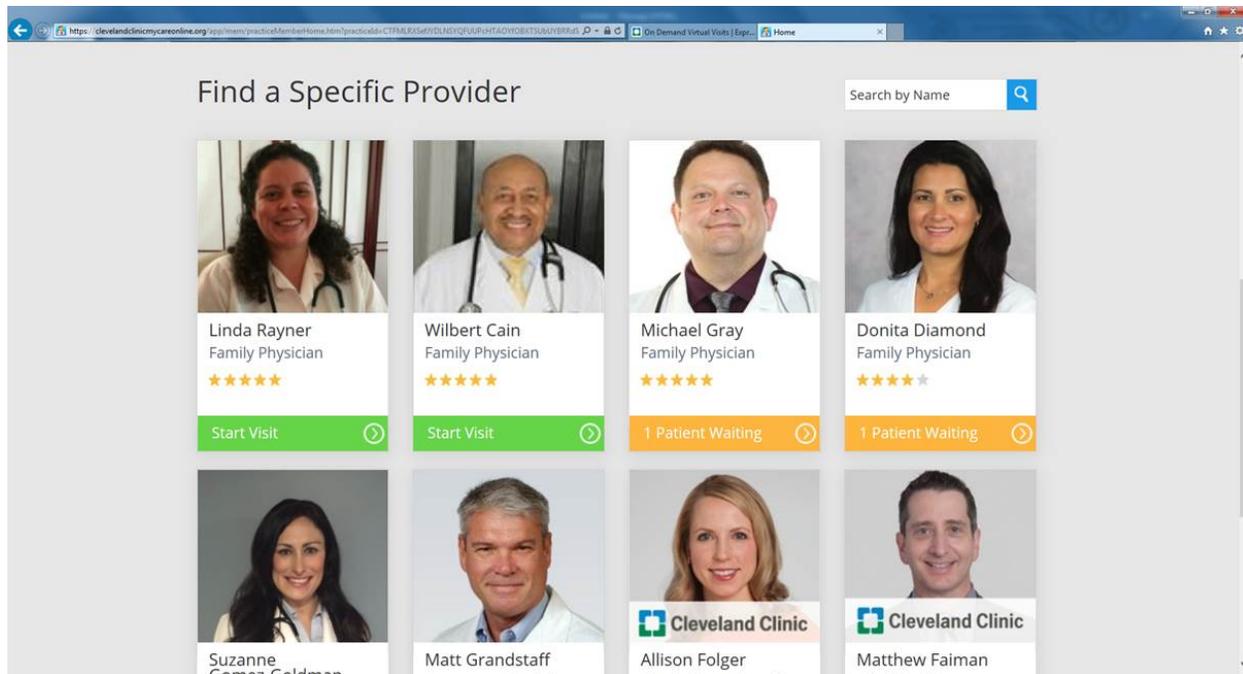
**9. Scroll down and click on “Visit Now” on the Express Care box.**



**10. The below screen should appear. Click on “Find a Specific Provider.”**



**11. After that, the below the screen should appear. Click on the provider for whom you would like to receive services.**



**12. Complete the requested information for the patient and click on “Continue.”**

Get Started Your Visit Pharmacy Payment

Get Started

There is 1 patient ahead of you to see Linda Rayner, Family Physician

Who is this visit for?

Myself

My child

Where can this provider call you for follow-up, if needed?

□ - □ - □

Would you like to invite someone to join your visit? (Optional) ⓘ

+ Add a guest

Back Continue

**13. Complete information regarding the reason for your visit and click on “I acknowledge receipt of these Notice of Privacy Practices” and click on “Continue.”**

Cleveland Clinic | Express Care Online Kristal L. Moore | Location: Ohio | My Account | Log Out

Get Started Your Visit Pharmacy Payment

Your Visit

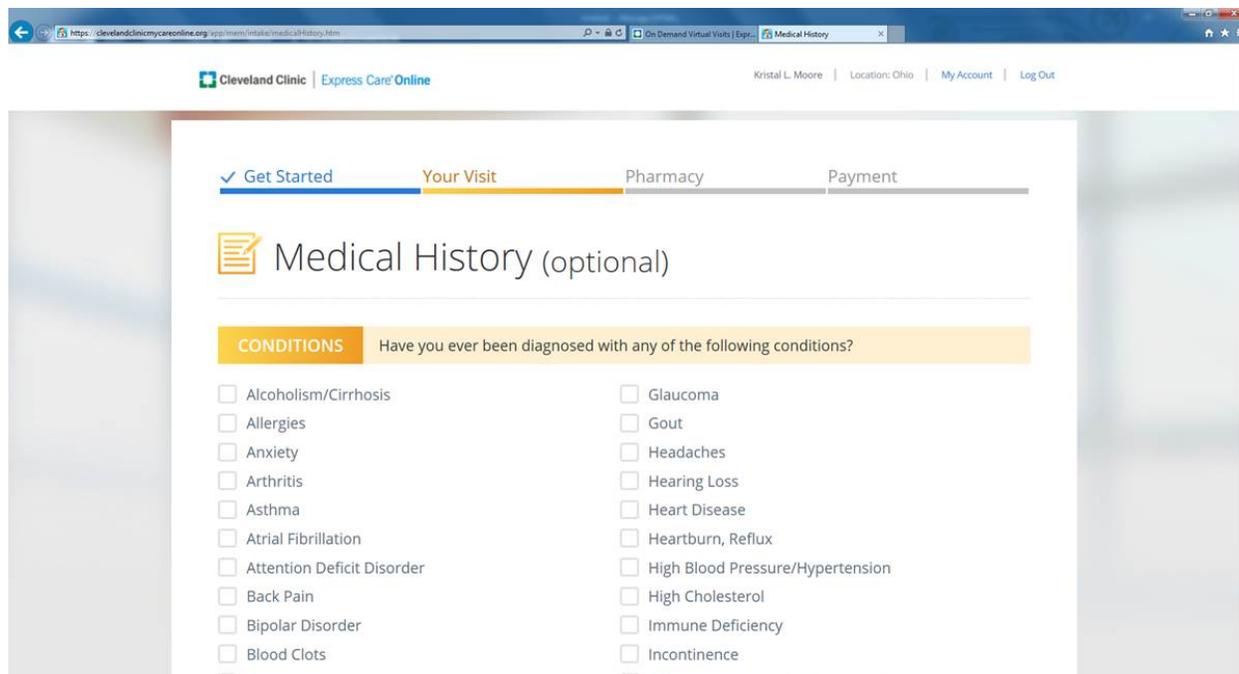
What would you like to discuss today?

Please provide your current address. We need this on file in case of a medical emergency.

I acknowledge receipt of these Notice of Privacy Practices

Back Continue

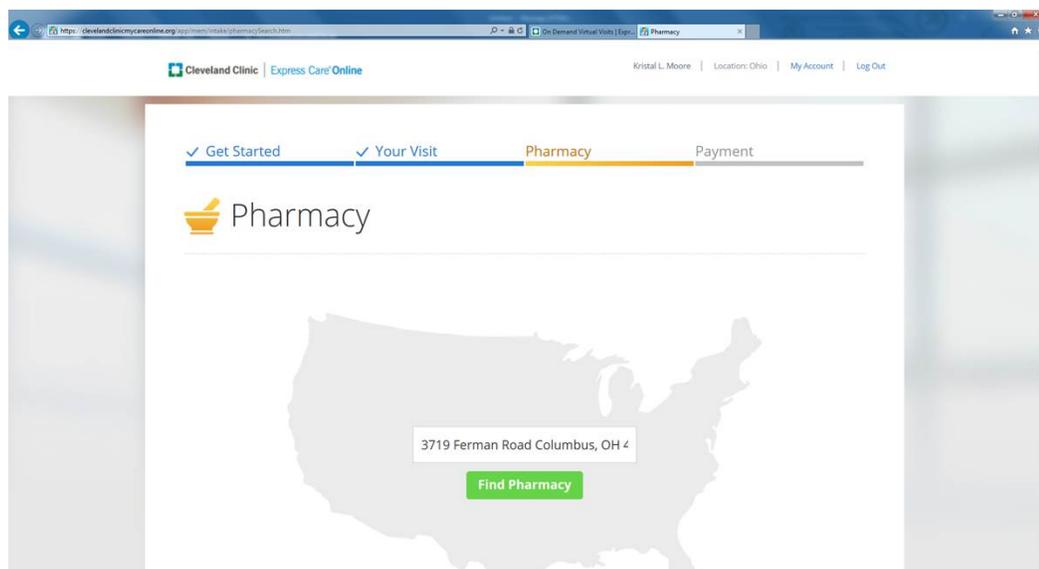
## 14. Complete the patient's medical history information and click on "Continue."



The screenshot shows the 'Medical History (optional)' section of the Cleveland Clinic Express Care Online portal. The user is logged in as Kristal L. Moore, located in Ohio. The navigation bar includes 'Get Started', 'Your Visit', 'Pharmacy', and 'Payment'. The 'Medical History (optional)' section has a sub-header 'CONDITIONS' and asks, 'Have you ever been diagnosed with any of the following conditions?'. Below this, there are two columns of checkboxes for various conditions:

<input type="checkbox"/> Alcoholism/Cirrhosis	<input type="checkbox"/> Glaucoma
<input type="checkbox"/> Allergies	<input type="checkbox"/> Gout
<input type="checkbox"/> Anxiety	<input type="checkbox"/> Headaches
<input type="checkbox"/> Arthritis	<input type="checkbox"/> Hearing Loss
<input type="checkbox"/> Asthma	<input type="checkbox"/> Heart Disease
<input type="checkbox"/> Atrial Fibrillation	<input type="checkbox"/> Heartburn, Reflux
<input type="checkbox"/> Attention Deficit Disorder	<input type="checkbox"/> High Blood Pressure/Hypertension
<input type="checkbox"/> Back Pain	<input type="checkbox"/> High Cholesterol
<input type="checkbox"/> Bipolar Disorder	<input type="checkbox"/> Immune Deficiency
<input type="checkbox"/> Blood Clots	<input type="checkbox"/> Incontinence

## 15. In case the patient needs a prescription, you must select the pharmacy that you would like the prescription sent to. Click on "Find Pharmacy," type in your address or the address of your pharmacy, click on your pharmacy and "Continue."



The screenshot shows the 'Pharmacy' section of the Cleveland Clinic Express Care Online portal. The user is logged in as Kristal L. Moore, located in Ohio. The navigation bar includes 'Get Started', 'Your Visit', 'Pharmacy', and 'Payment'. The 'Pharmacy' section features a map of the United States with a search box overlaid. The search box contains the address '3719 Ferman Road Columbus, OH 4' and a green 'Find Pharmacy' button.

**16. You should then be prompted to enter your Medical Mutual 12-digit ID number which can be found on your ID Card. You should also be asked if you are primary subscriber (employee) – Indicate “Yes” – or another family member – Indicate “No” and “Continue.”**

https://clevelandclinicmycareonline.org/app/member/insurance/step/16

Cleveland Clinic | Express Care Online

Kristal L. Moore | Location: Ohio | My Account | Log Out

Get Started Your Visit Pharmacy **Payment**

## Insurance

I have insurance  
Insurance may cover all or part of your visits. If your plan isn't listed, you can still have a visit.

Medical Mutual of Ohio

Subscriber ID Card

Are you the Primary Subscriber?  
 Yes  No

I don't have insurance

My plan isn't listed / Prefer not to answer

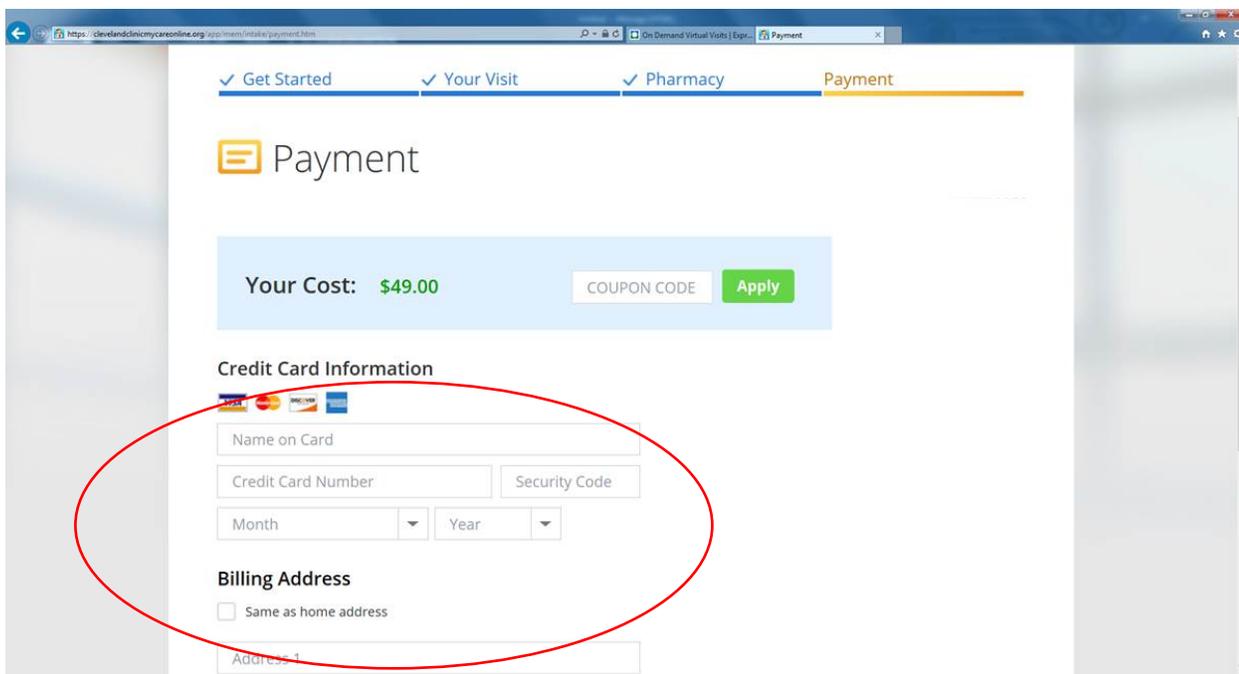
Back Continue

**Subscriber ID Card Example:**

JOHN D. MEMBER		Member Organization: ABC
1234567890		Insurance Class: 123456789
001234567890	123456789	Emergency Room: 800
Customer Care: (800) 424-8236		Office Visit: 800
24/7 Member Services: (888) 412-1961		Specialist: 800
24/7 Nurse Line: (888) 912-0036		Specialist: 800
MedMutual.com/member		

**17. If you entered your eligibility information correctly, Your Cost should reflect \$0 and no credit card information will be required. Otherwise, it will show you owe \$49, and you will need to enter your credit card information before you can see a provider. Keep in mind that Express Care Online is available at NO COST to you.**

*It is very important that your name, and the patient's name and date of birth, match what is reflected in MMO's eligibility system. Prior to the virtual visit, the Cleveland Clinic will check the MMO eligibility system to confirm eligibility. If this information doesn't match exactly, you will be billed upfront for these services. If this happens, the Cleveland Clinic will reimburse you (via credit card) once MMO has processed your claim. After entering this information, click on "Continue."*



The screenshot shows a web browser window with the URL <https://clevelandclinicmycareonline.org/app/entry/initialize-payment.htm>. The page has a navigation bar with four items: 'Get Started', 'Your Visit', 'Pharmacy', and 'Payment' (which is highlighted in yellow). Below the navigation bar, the main heading is 'Payment'. A light blue box displays 'Your Cost: \$49.00' and a 'COUPON CODE' input field with an 'Apply' button. Underneath is the 'Credit Card Information' section, which is circled in red. It includes logos for Visa, Mastercard, American Express, and Discover. The form fields are: 'Name on Card' (text input), 'Credit Card Number' (text input), 'Security Code' (text input), 'Month' (dropdown menu), and 'Year' (dropdown menu). Below this is the 'Billing Address' section, which has a checkbox labeled 'Same as home address' and an 'Address 1' text input field.

**You should only be required to provide your personal information once. The next time you use Express Care Online, you should be able to log in and seek services from a provider after completing information related to only that patient.**