Cleveland Clinic Express Care Online

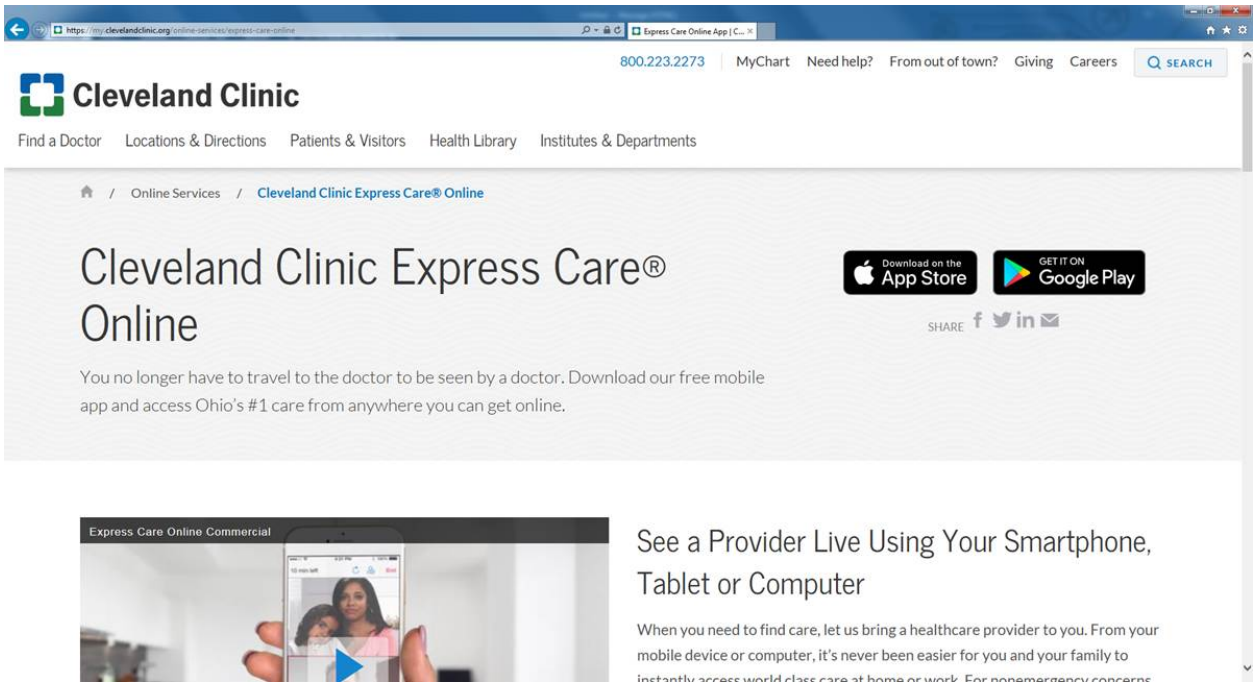
Step-by-Step Instructions for MMO Health Plan Members

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.

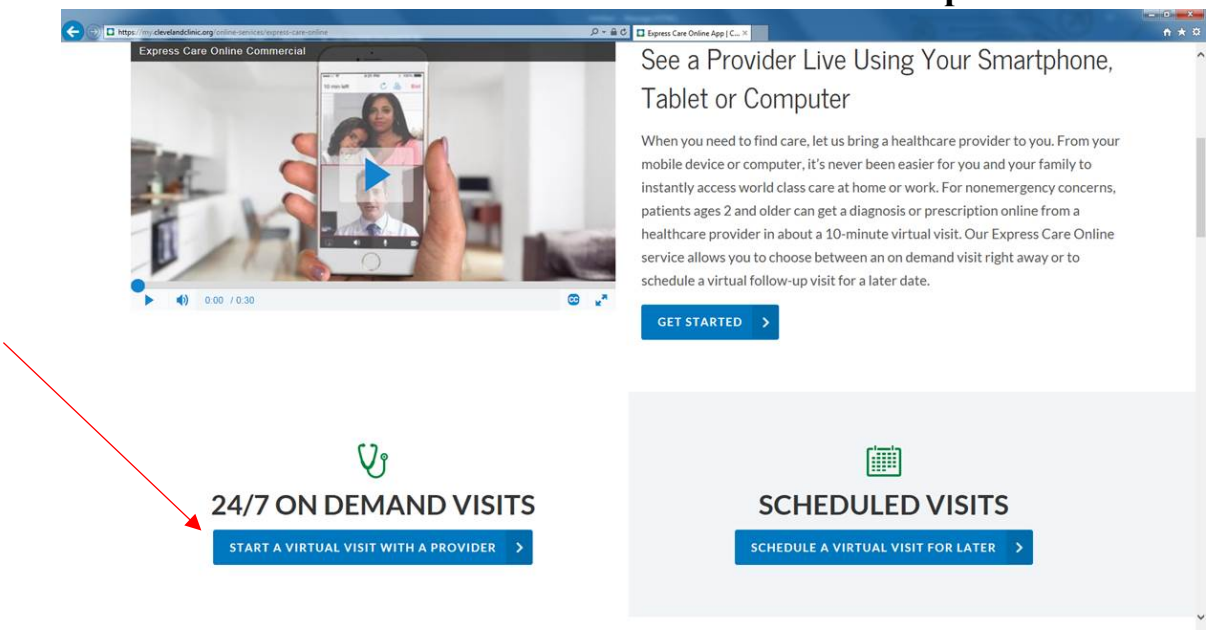
An Express Care Online visit is considered by the health plan in the same manner as an office visit to your primary care provider. However, there is **no cost** to you, or your eligible dependents age 2 and older, for an Express Care Online visit.

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.

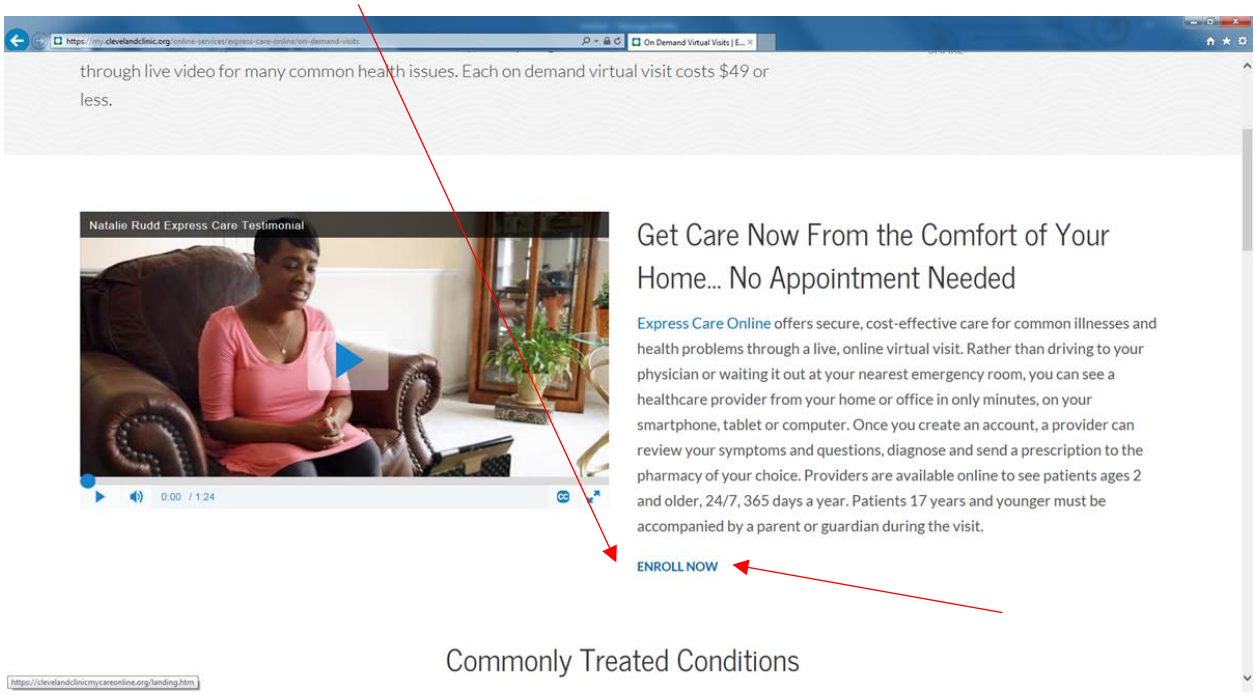
1. **Visit:** https://my.clevelandclinic.org/online-services/express-care-online



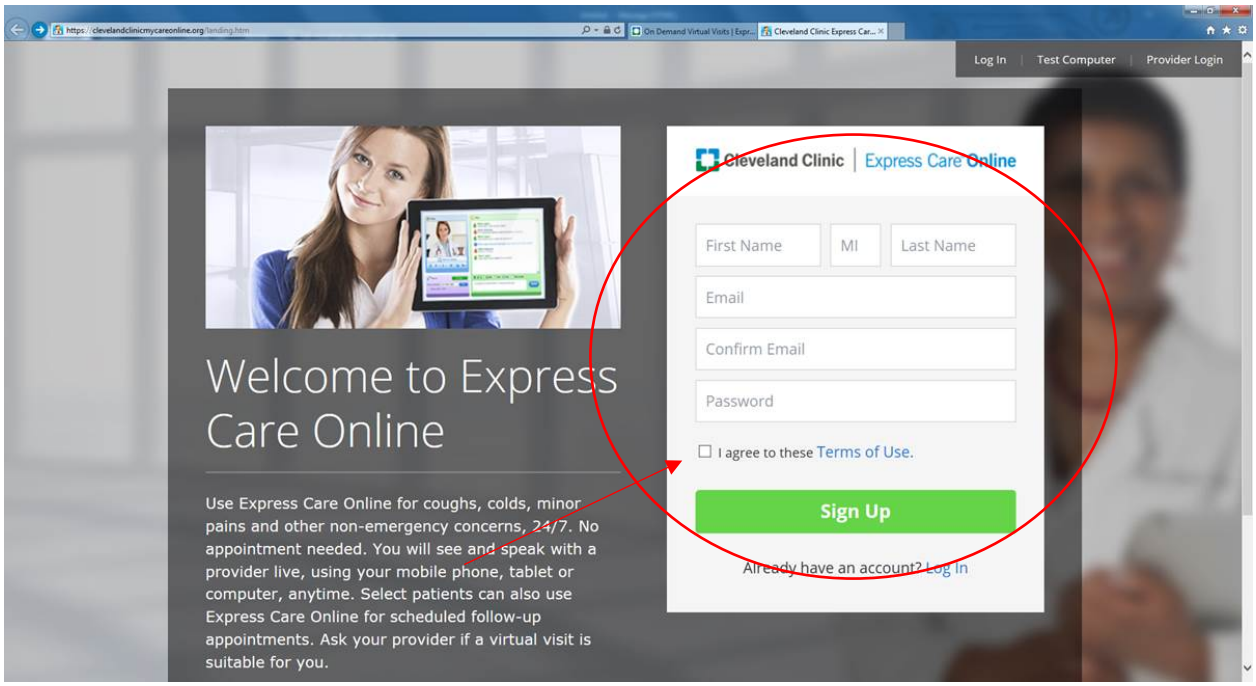
2. Scroll Down and click on “Start a virtual visit with a provider.”



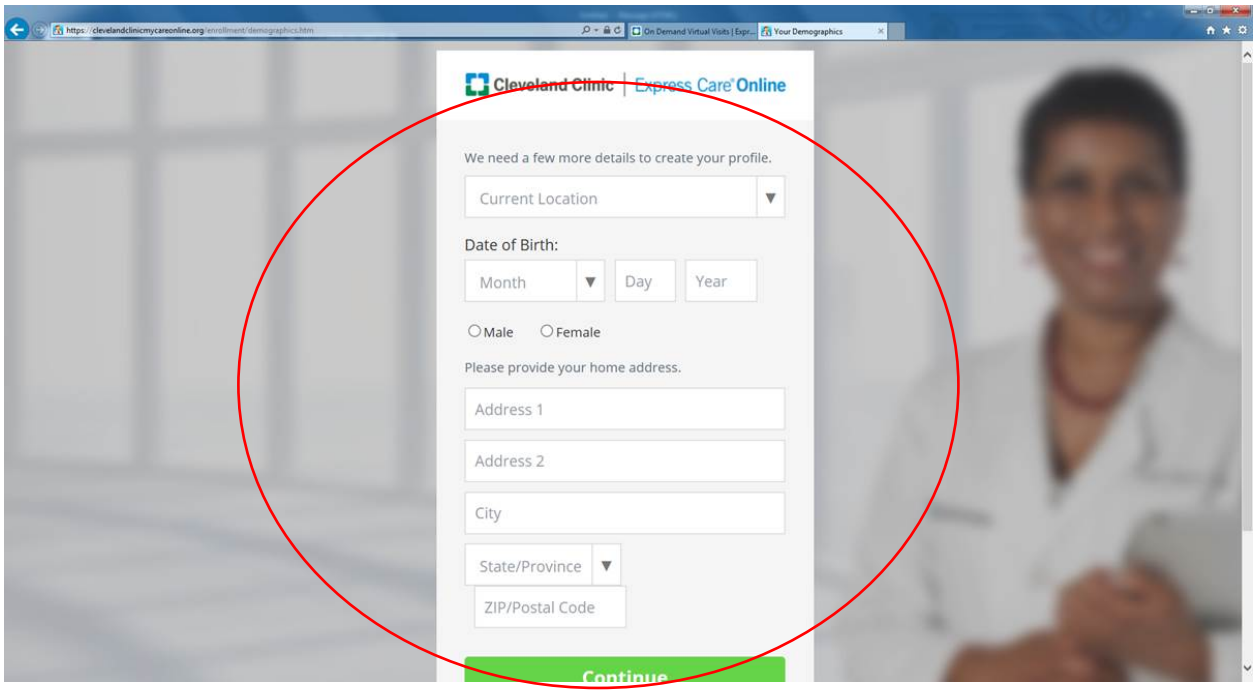
3. Click on ENROLL NOW



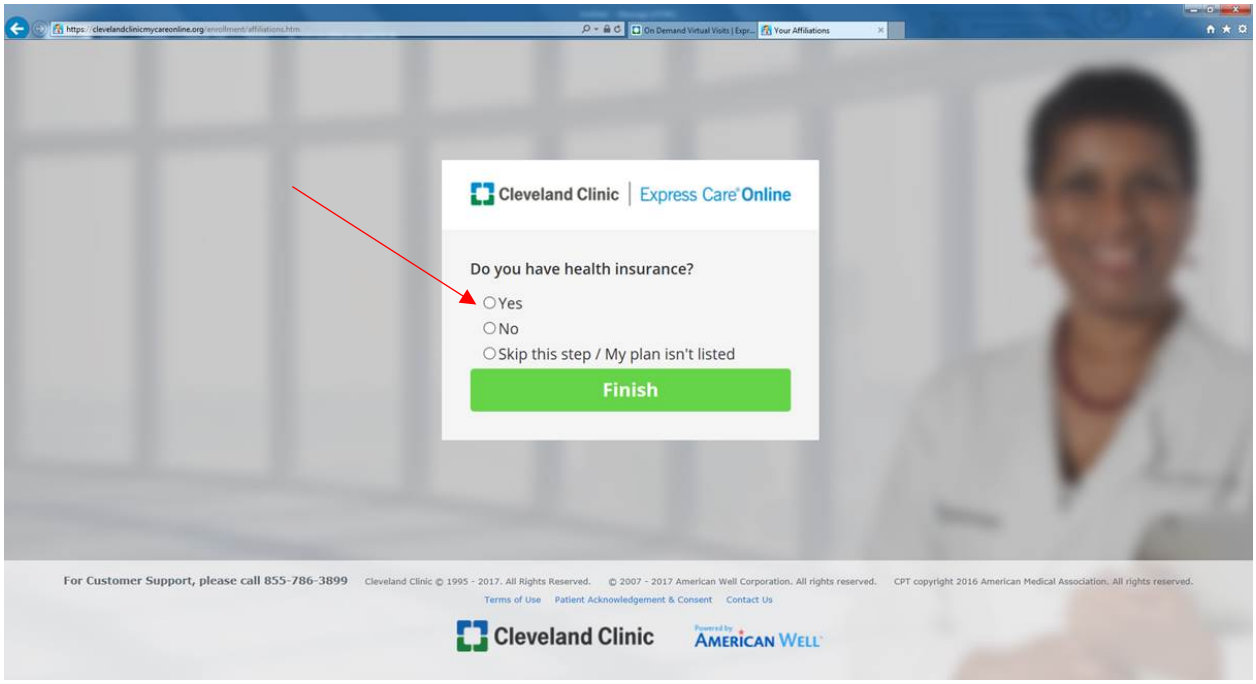
4. Input the information prompted, check 'I agree to these terms of use' and click on "Sign Up." ***Note, your name must match exactly how it is reflected on your MMO ID card.***



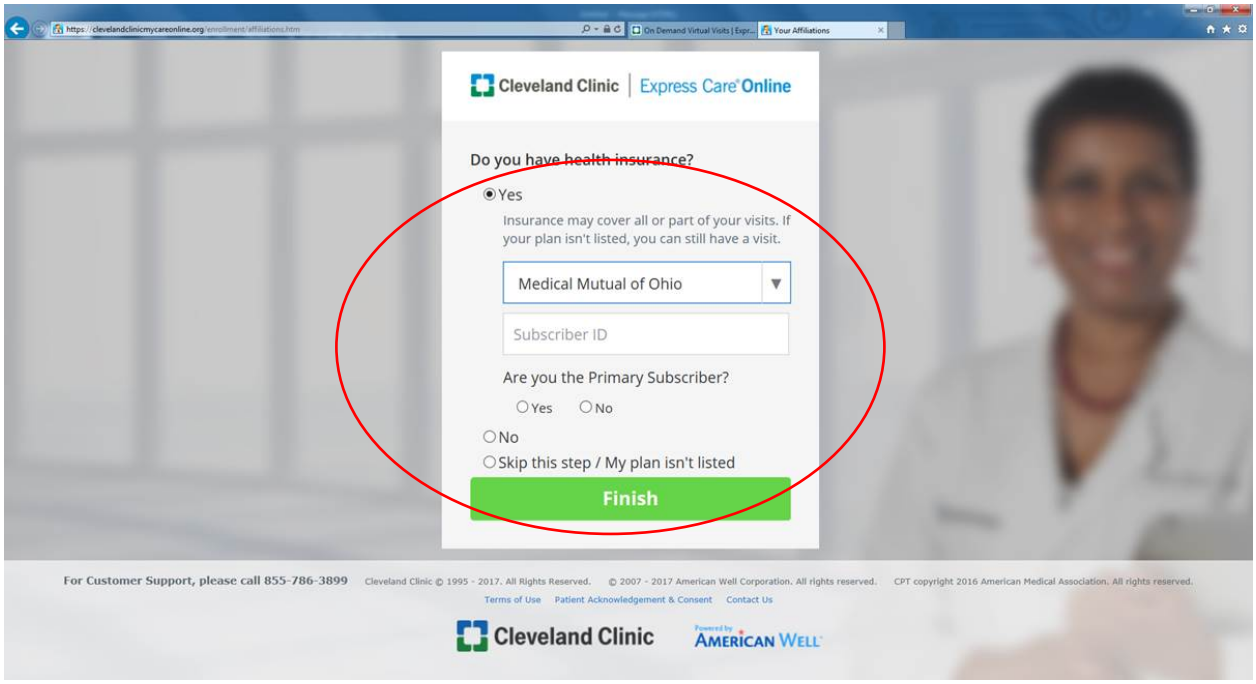
5. Input the information prompted and click on "Continue." ***Note, your date of birth must match exactly how it is reflected in MMO's Eligibility System.***



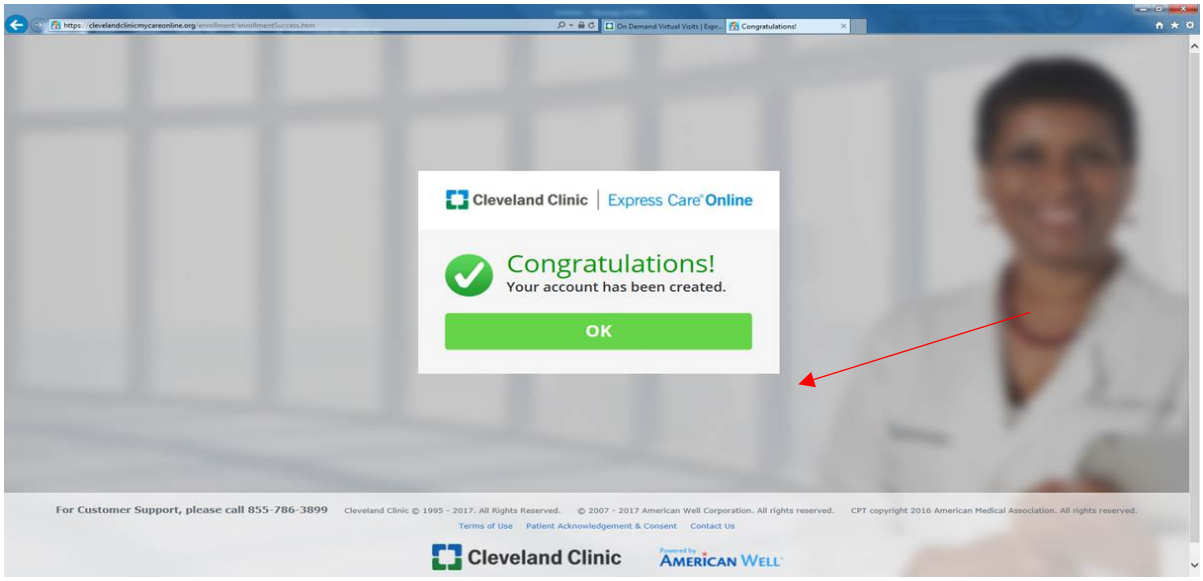
6. It will ask if you have Health Insurance - Click "Yes."



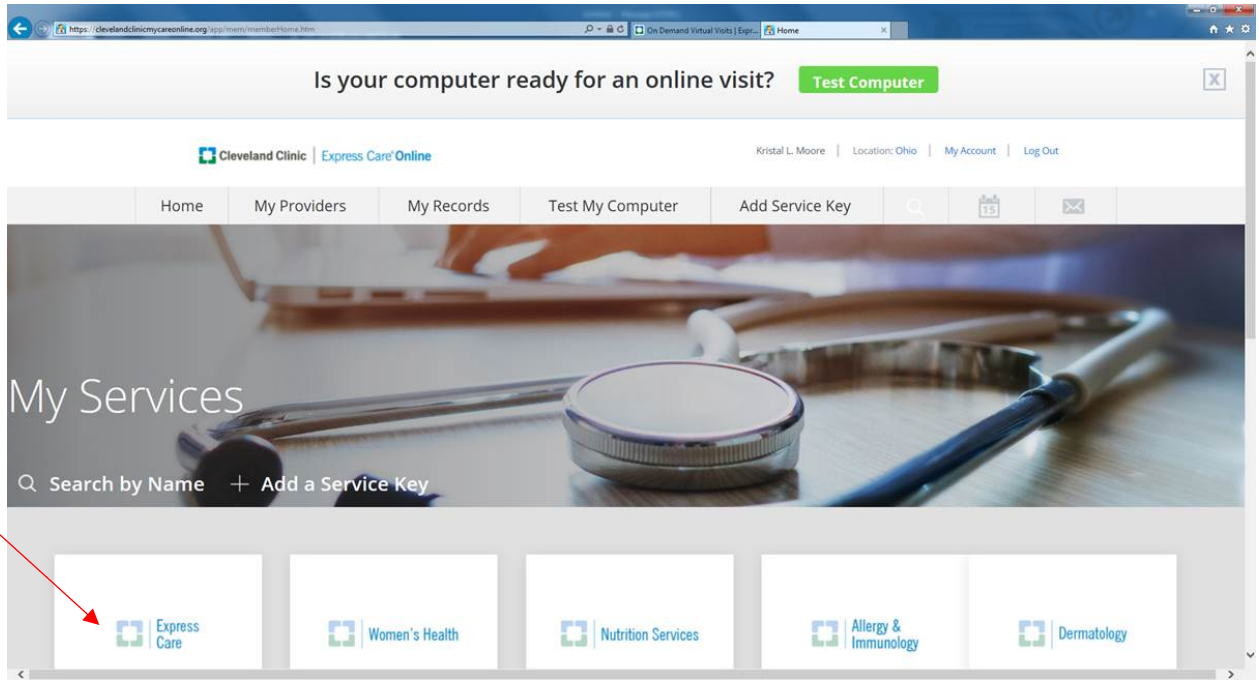
7. After you click "Yes," click on the health plan drop-down menu and choose "Medical Mutual of Ohio" and then type in the 12-digit MMO ID number listed on your ID card. Then input the insurance information required and click "Finish." ***Note, you are the Primary Subscriber if you are the covered employee.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



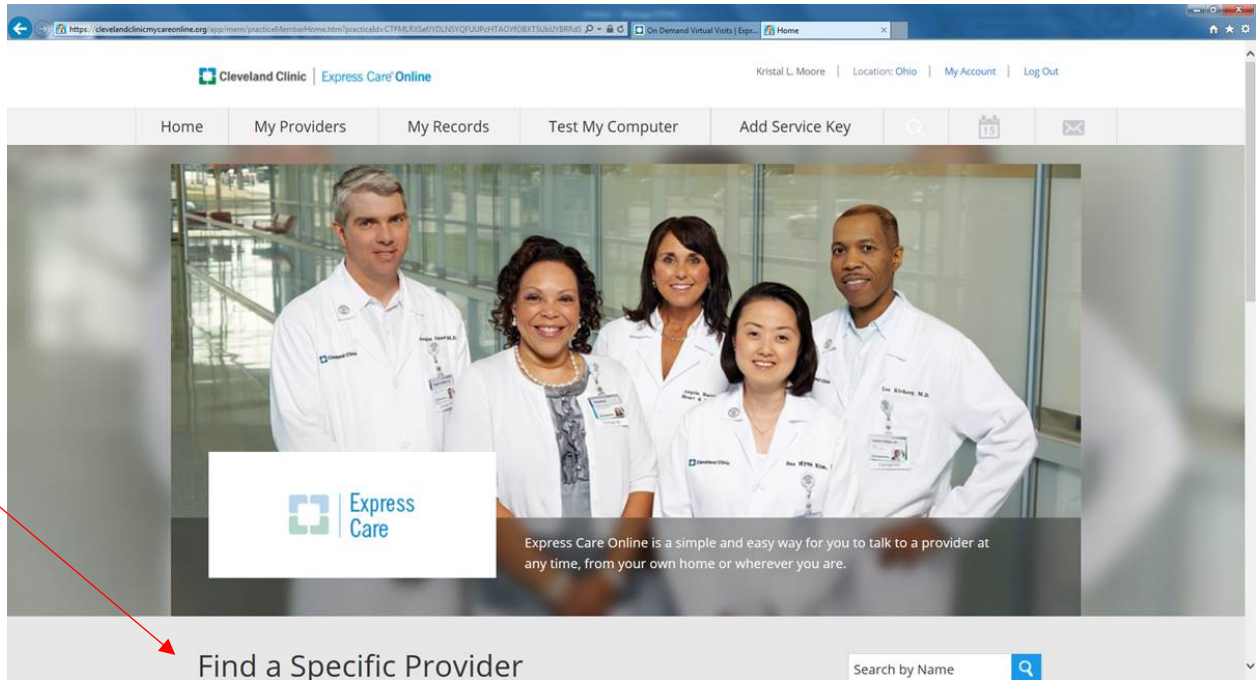
8. Once you click on Finish you should see this screen. Click "OK."



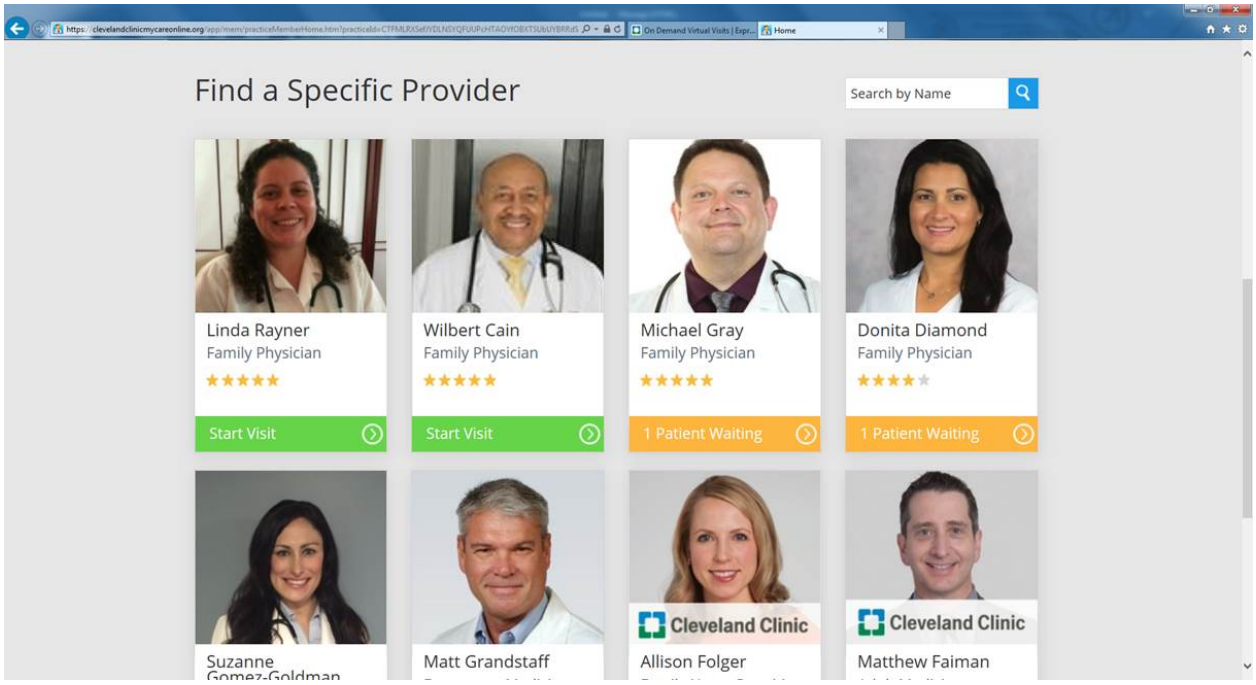
9. Scroll down and click on "Visit Now" on the Express Care box.



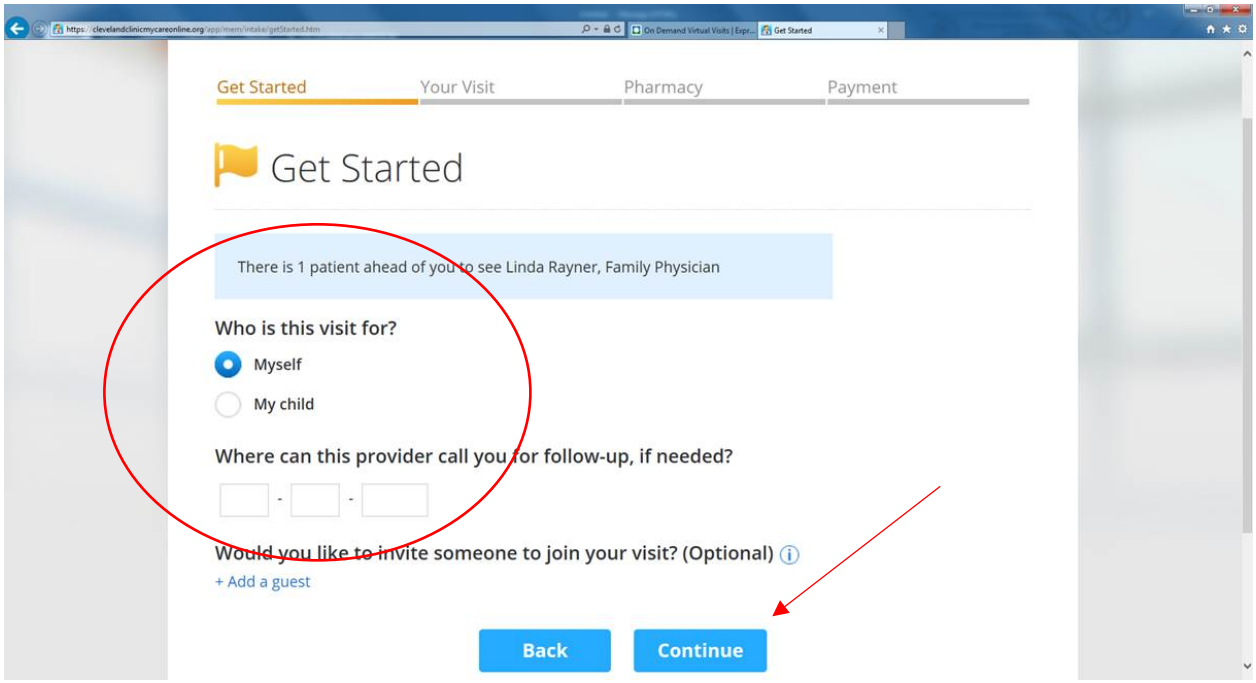
10. The below screen should appear. Click on "Find a Specific Provider."



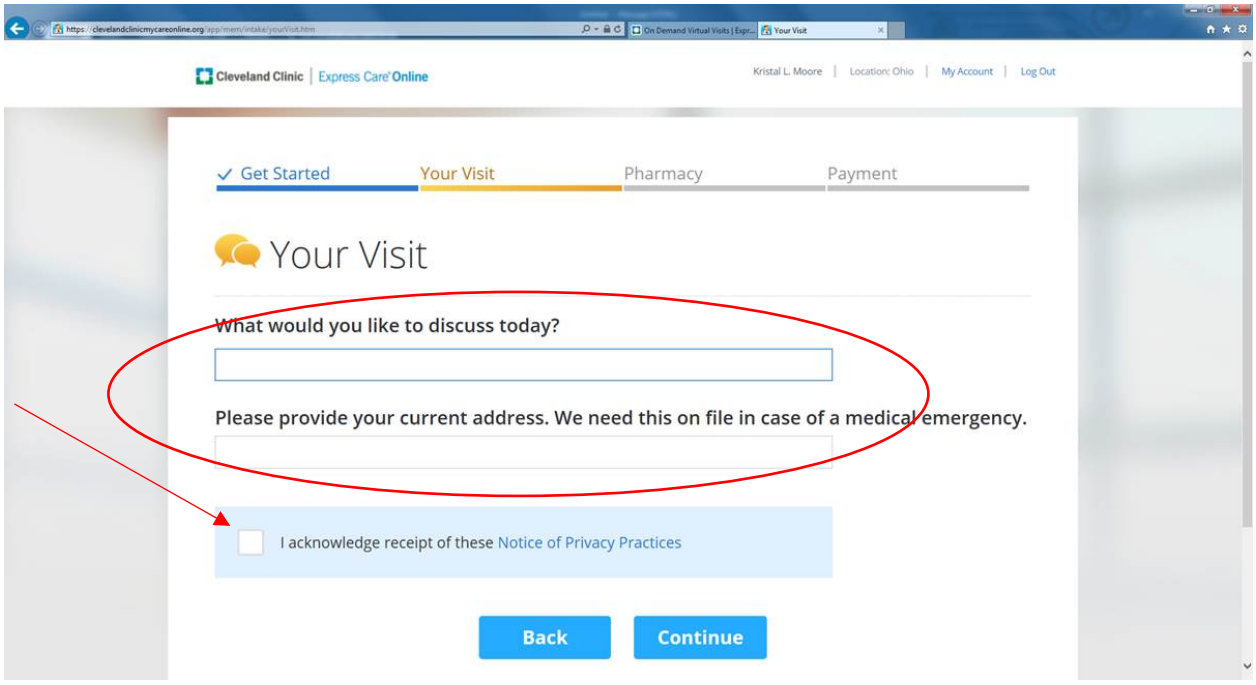
11. After that, the below the screen should appear. Click on the provider for whom you would like to receive services.



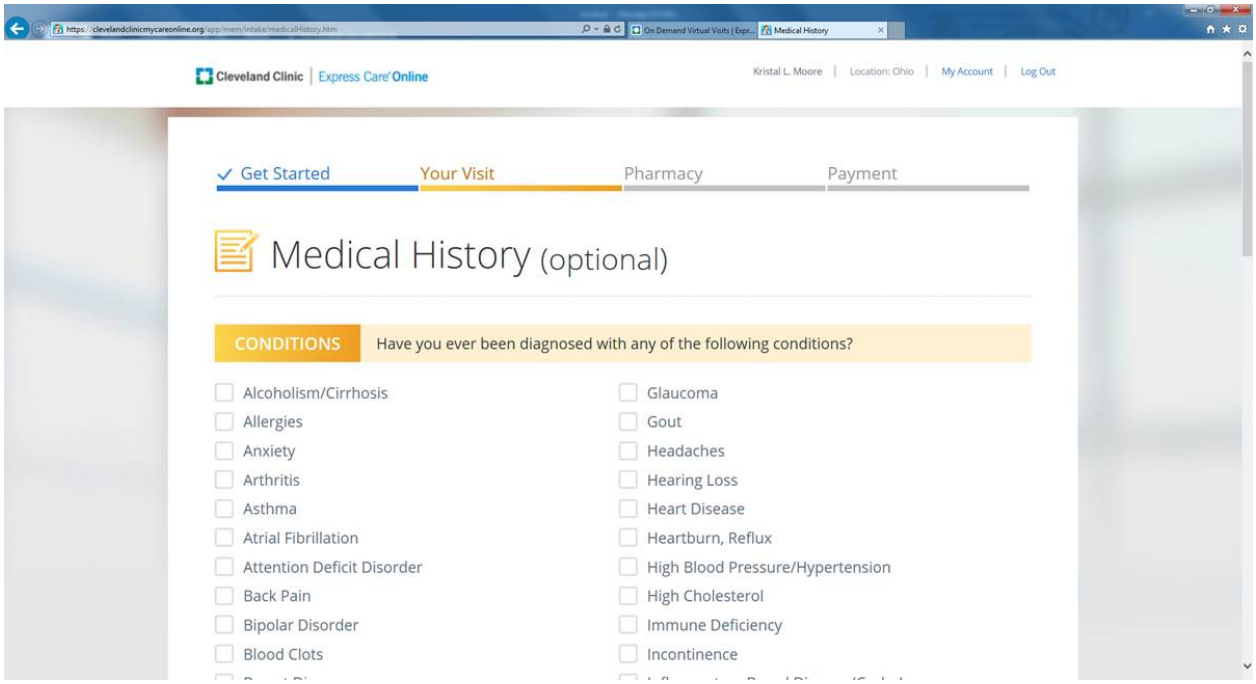
12. Complete the requested information for the patient and click on "Continue."



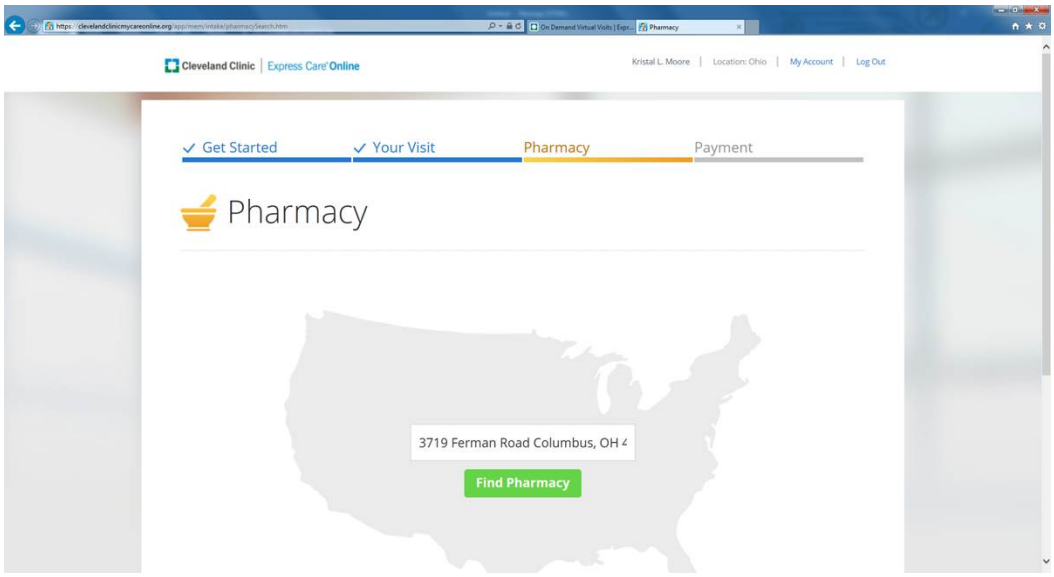
13. Complete information regarding the reason for your visit and click on "I acknowledge receipt of these Notice of Privacy Practices" and click on "Continue."



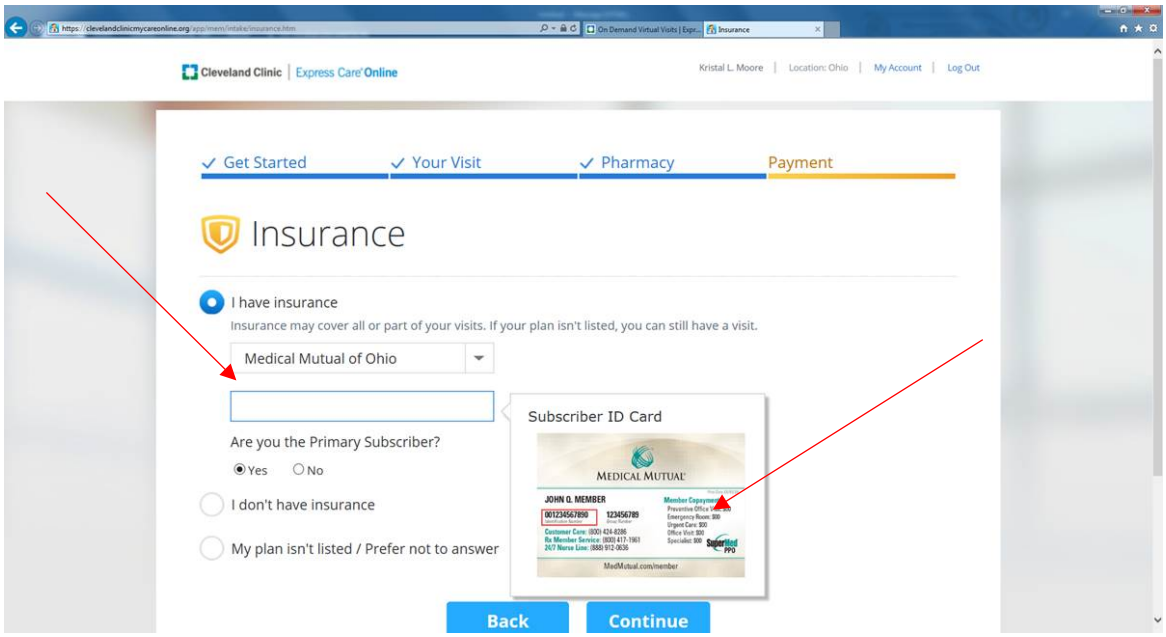
14. Complete the patient's medical history information and click on "Continue."



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."

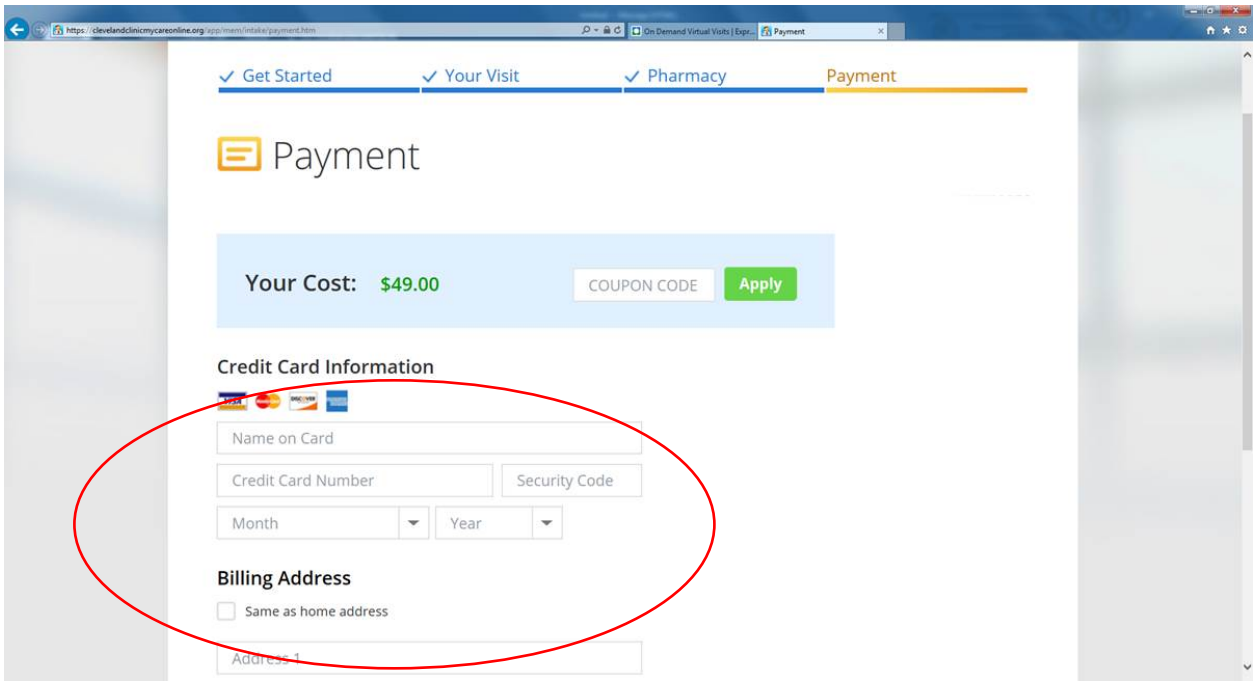


16. You should then be prompted to enter your Medical Mutual 12-digit ID number which can be found on your ID Card. You should also be asked if you are primary subscriber (employee) – Indicate "Yes" – or another family member – Indicate "No" and "Continue."



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."**



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.