

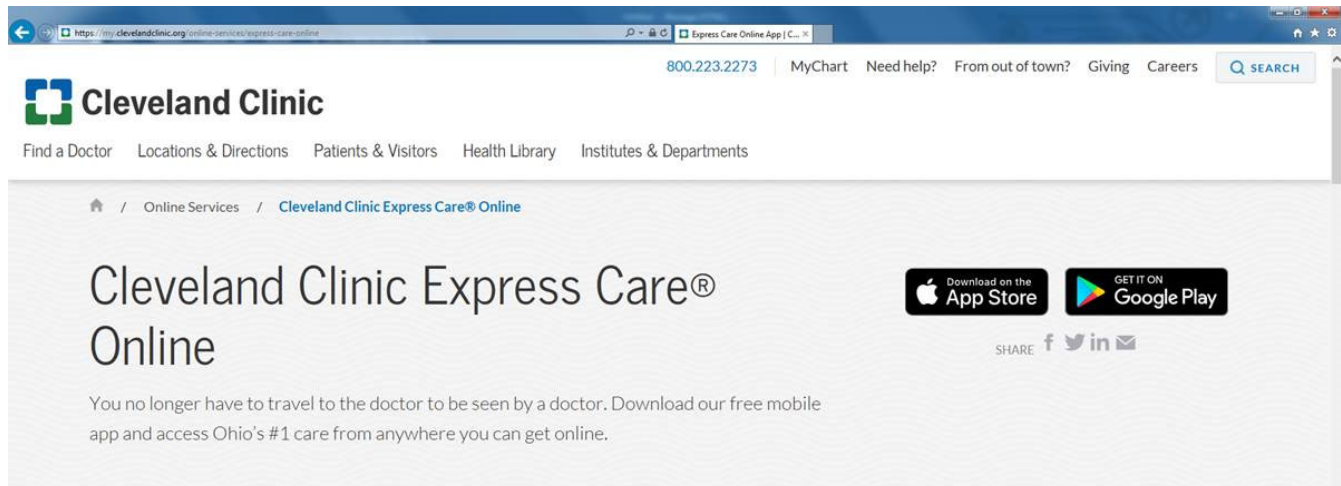
Cleveland Clinic Express Care Online

Key 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.

NOTE: You (and your dependents) 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. If you are not certain, please log into or register on My Health Plan to confirm. For example if you call your son Chaz but his name in the MMO system is Charles, your claim will not process as expected.

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

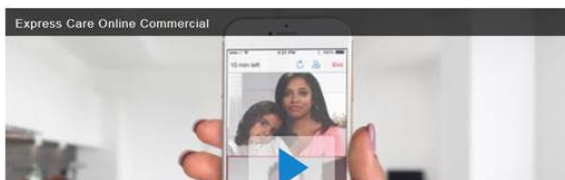
Online Services / Cleveland Clinic Express Care® Online

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.



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 >](#)

What is the difference?

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

This is a visit with a doctor you **DO NOT HAVE** an established relationship with

If you select **24/7 On Demand Visits** the visit will be covered at 100%

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

This is a visit with a doctor you **HAVE** an established relationship with

If you select **Scheduled Visits** you will be charged an office visit copay