

# Cleveland Clinic Express Care<sup>®</sup> Online

## Telemedicine

As a member of Medical Mutual's SuperMed PPO Network, you have access to Cleveland Clinic's Express Care Online. Express Care Online is a secure service that offers 24/7 care with no appointment needed for simple conditions such as sinus infections, cold symptoms, rashes, ear aches and stomach pain.

### How do I learn more and access Express Care Online?

- From your smartphone or tablet: Visit [clevelandclinic.org/eco](http://clevelandclinic.org/eco) or download the Express Care app from the Apple App Store or Google Play
- From your computer: Visit [clevelandclinic.org/eco](http://clevelandclinic.org/eco)

### How much does an Express Care Online visit cost?

An Express Care Online visit is considered the same as a normal visit to your primary care provider (PCP).

While Cleveland Clinic's website states a \$55 fee, depending on your plan type, you may be charged an office visit copay or a \$49 Express Care Online fee.

### Who can I call if I have a billing issue with an Express Care Online visit?

Please call Cleveland Clinic directly at 1-866-621-6385 and reference Express Care Online.

### Who can use Express Care Online?

Adults and children ages two and older may use Express Care Online. Patients ages 17 years and younger must be accompanied by a parent/guardian during the visit.

### Can Express Care Online providers diagnose a condition and/or write prescriptions?

Yes, when medically appropriate and at the provider's discretion. The provider will decide based on what he or she learns during a consultation if a diagnosis is possible, or if you need further examination (e.g., tests, a physical exam, another specialty visit), and if a prescription is appropriate.

### Do Express Care Online visits accumulate toward my maximum out-of-pocket (MOOP) annual expense?

Yes. When you reach your plan's annual MOOP expense, Express Care Online visits will be covered by your plan.

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