

# 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](https://ClevelandClinic.org/ECO) or download the Express Care app from the Apple App Store or Google Play
- From your computer  
Visit [ClevelandClinic.org/ECO](https://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.

### **Is the Express Care Program available in my HMO plan?**

No, the Express Care Program is not available in any of our HMO offerings.

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