



MEDICAL MUTUAL®

Healthcare Action Plan

The Healthcare Action Plan gives you the information you need to find the right care based on your symptoms.



Emergency Room/911

A facility found in a hospital, providing 24/7 care in case of emergencies and acute care without prior appointment. Average cost before insurance: \$1,400/visit

Your Emergency Room/911 Information

Provider _____
Address _____
Phone _____



Urgent Care

A walk-in clinic that saves time and money compared to an ER. Many are open evenings and weekends. Average cost before insurance: \$175/visit

Your Urgent Care Information

Provider _____
Address _____
Phone _____



Convenience Clinic

A walk-in clinic located in some stores, staffed by a physician's assistant or nurse practitioner. Average cost before insurance: \$75/visit

Your Convenience Clinic Information

Provider _____
Address _____
Phone _____



Primary Care Physician

A healthcare provider who meets your general medical needs and guides you to specialists or other resources as needed. Average cost before insurance: \$120/visit

Your PCP Information

Provider _____
Address _____
Phone _____



Telemedicine

A 24/7 telephone/online video service providing access to a board-certified physician. Cost: \$40/session

Providers in your area whose services are covered when provided via telemedicine will be shown, when available, in your My Health Plan provider network directory.

My Health Plan

Get 24/7 access to your healthcare benefits by registering for My Health Plan, Medical Mutual's secure member website. Sign up at MedMutual.com/member.

My Health Plan lets you:

- Review your claims and Explanation of Benefits statements.
- Find a healthcare provider and review satisfaction ratings.
- Find and compare costs for doctors and facilities.

Note: The costs listed may not reflect your plan's actual costs for services. Please visit MyHealth Plan or call Customer Care at the number on your Medical Mutual identification card for more information.

Symptom Reference Chart

	 ER/911	 Urgent Care	 Convenience Clinic	 Primary Care Physician	 Telemedicine
Allergic reaction		■		■	
Allergies		■	■	■	■
Annual preventive care visit				■	
Asthma		■		■	
Back pain (minor)			■	■	
Bleeding (heavy)	■				
Broken bone (major)	■				
Broken bone (minor)		■		■	
Bronchitis		■	■	■	■
Change in vision (sudden)	■				
Chest pain	■				
Cold and flu symptoms		■	■	■	■
Cut/burn (major)	■				
Cut/burn (minor)		■		■	
Ear infection			■	■	
Head injury (severe)	■				
Infection		■		■	
Insect bite		■		■	
Pink eye			■	■	
Prescription (long-term)				■	
Prescription (short-term)		■	■	■	■
Provide care (long-term)				■	
Rash		■		■	
Respiratory infection		■	■	■	■
Shortness of breath	■				
Sinus problems		■	■	■	■
Spinal injury	■				
Sprain or strain		■		■	
Trouble speaking (sudden)	■				
Urinary tract infection		■	■	■	■
Vaccinations (also flu shots)			■	■	
Weakness (sudden)	■				
Wheezing		■		■	
X-ray		■		■	

Please Note: This is a sample list of services and may not be all-inclusive. This does not take the place of professional medical advice, diagnosis or treatment.