Telehealth Services

Connect Anywhere with a Healthcare Provider

Telehealth appointments allow you to connect with a healthcare provider and obtain needed care through live video chats using a computer or mobile device.

Telehealth Services Available to You

To see what services are available and covered under your plan, check your benefits in My Health Plan or call Customer Care using the number on your ID card.

MinuteClinic® Virtual Care

MinuteClinic offers virtual healthcare visits (both scheduled and on demand) for adults and children 18 months and older. You can get convenient care, 24 hours a day, seven days a week, including holidays. MinuteClinic Virtual Care offers care for minor illnesses and injuries, (e.g., flu, allergies, infections, sprains and strains), skin conditions (e.g., eczema and rashes), women's services (e.g., urinary tract infections and birth control consultations) medication refills, and more. Go to MinuteClinic.com/VirtualCare to learn more.

SonderMind®

SonderMind offers fast and convenient access to high-quality mental healthcare.* With their easy-to-use portal, you can schedule either virtual or in-person sessions, message your therapist, submit payments and view your progress over time. Therapy is available for individuals, couples and families of all ages, with over 40 specialties and 60 treatment approaches to meet your unique needs. Go to Sondermind.com to learn more and get started.

Grow Therapy

With Grow Therapy you have access to a network of nearly 8,700 qualified therapists with a variety of license types, specialties and modalities. Narrow down your options to only those who fit your preferences and find a time that fits your schedule. Most providers are available to meet within two days. Go to GrowTherapy.com to learn more.

Headway

Headway helps you find the right therapist or psychiatrist at a price that works for you. They offer a diverse network of specialists supporting a wide range of mental health providers, practice types and care mediums. Go to Headway.co to learn more.

You can also easily access these services through your My Health Plan account at MedMutual.com/member.

* Not available in all states. For details, visit SonderMind.com/insurance/Medical-Mutual.

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MEDICAL MUTUAL®

Frequently Asked Questions on Telehealth

Are telehealth visits covered under my plan?

As with any health benefit, how telehealth visits are covered depends on the Medical Mutual plan in which you are enrolled. You can use telehealth on-demand for acute conditions such as a sore throat or sinus infection. You can also schedule a telehealth visit to help manage chronic health conditions such as diabetes or high blood pressure. Generally speaking, scheduled telehealth visits are covered the same as standard office visits. Behavioral health visits are not covered in on-demand settings.

Note: To see what is covered under your plan, log into My Health Plan and check your benefits under Benefits & Coverage, or call Customer Care using the number on your ID card.

Do I need to make an appointment for a telehealth visit?

You can make an appointment for a telehealth visit with a provider just like you would a regular office visit. If you need to speak to a healthcare provider right away, you can use an on-demand telehealth service like MinuteClinic Virtual Care,™ which is covered by your plan. An on-demand telehealth visit is similar to walking into an urgent care center. You do not need to schedule an appointment.

What is the cost for a telehealth visit?

If you have any questions related to your benefits and estimated costs, please contact Medical Mutual Customer Care at the number on your ID card or visit your My Health Plan account.

Do I need any special equipment to participate in a telehealth visit?

Telehealth visits can be done through a smartphone, tablet or computer. Most devices have cameras built in, or you can use a standalone webcam. The healthcare provider you are seeing will let you know what you'll need to connect for your telehealth visit.

How should I prepare for a telehealth visit?

Check your internet connection and test your camera before logging in for your telehealth visit. Here are a few additional tips:

- Try to find a quiet space where you can have a private conversation with the provider.
- Be prepared to explain your symptoms and any health concerns.
- Make a list of medications or supplements you're taking and ask for refills, if needed.
- Note any allergies and discuss them with the provider.