



MEDICAL MUTUAL OF OHIO®

Medical Mutual®
7060 East Ninth Street
Cleveland, Ohio 44115-1354

MedMutual.com



TELEMEDICINE

Telemedicine services let patients interact with a licensed healthcare provider from the convenience of their smartphone, tablet or computer. These consultations can address a variety of minor conditions, such as sinus infections, cold symptoms, rashes, ear aches and stomach pain.

Telemedicine consultations will be covered at the same benefit level as a traditional office visit.

Providers in your area whose services are covered when using telemedicine will be shown, when available, in your online provider network directory.

Members can access care in multiple ways:

- Log into My Health Plan at [MedMutual.com/member](https://www.MedMutual.com/member)
- On their smartphone by downloading the Express Care app on the App Store or Google Play
- On their tablet or computer by visiting:
my.clevelandclinic.org/online-services/express-care-online and clicking See a Provider Now

If you have any questions, please call our Customer Care Specialists at the number on your member ID card.