

Cleveland Clinic Express Care[®] 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 or download the Express Care app from the Apple App Store or Google Play
- From your computer: Visit 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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