

# Where to Go for Care

Find the right care at the right time and the right place.

**When you're ill or injured, quick treatment is your top priority. If you have an immediate, life-threatening health concern, you should always turn to the nearest emergency room (ER) for treatment.**

## **What is an emergency?**

An emergency is a sudden illness or injury that puts your health or life at risk. Common examples of medical emergencies include:

- Bleeding (heavy)
- Chest pain
- Head injury (severe)
- Passing out or fainting
- Sudden inability to speak, see, walk or move
- Sudden weakness or drooping on one side of the body

## **How do I get emergency care?**

During a medical emergency, go to the nearest emergency room or, if necessary, call 911. Contact your network provider within 24 hours of the emergency to arrange follow-up care, if suggested or follow discharge orders. If you are admitted to a hospital, our Utilization Management department will work with your provider to review your care. You do not need to contact us for prior approval for emergency care.

## **Do I need to find an in-network ER?**

If you have severe pain or a sudden injury or illness that leads you to believe your health is in serious jeopardy, you have the right to be screened and stabilized for an emergency medical condition in any facility that provides emergency care. You are not required to see a network provider, and you will not be charged an out-of-network penalty for receiving services for emergency care from an out-of-network provider.

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When you're unsure if you should go to the ER or another care facility, help is just a phone call or online chat away. Medical Mutual's Nurse Line gives you the help you need to make the right decision about your healthcare, 24 hours a day, 365 days a year.

### **What is Nurse Line?**

Nurse Line is a free service offered by Medical Mutual with little to no wait time. Call toll-free or use secure messaging to speak with a specially trained, compassionate nurse anytime you have a health concern. The nurse will evaluate your symptoms, provide an assessment and help you make the most appropriate action. From general health, wellness and medical information to a triage of urgent issues, Medical Mutual's Nurse Line staff will help you make the most informed decisions about what to do. If it's an emergency, the nurse will tell you what steps to take immediately, and follow up later to see how you're feeling.

Call (888) 912-0636 or visit [MedMutual.com/member](https://www.MedMutual.com/member) and click Wellness Portal under the Healthy Living tab.

### **Where else can I seek care?**

Going to the ER for non-emergencies can be expensive and you will have out-of-pocket costs. If you can't reach your primary care physician, time doesn't permit or the Nurse Line directs you, you have options.

- **Urgent Care**

These walk-in facilities may save you time and money compared to an ER. Many are open evenings and weekends. Urgent care facilities are a good option when you need immediate care for asthma symptoms, an ear or respiratory infection, minor back pain, and similar ailments that don't call for a trip to the ER. These facilities don't require an appointment and have average wait times.

- **Convenience Clinic**

These walk-in clinics are located in some drug stores and grocery stores and are staffed by a physician's assistant or nurse practitioner. Convenience clinics are a good option when you have less serious symptoms (like allergies, a cold or the flu) and when you need a vaccination. These clinics don't require an appointment and have shorter than average wait times.

### **For more information**

If you have questions about your Medical Mutual healthcare benefits, call the Customer Care number on your Medical Mutual member ID card.

To find a healthcare provider, hospital, urgent care or convenience clinic, visit [providersearch.medmutual.com](https://www.providersearch.medmutual.com).

# Cleveland Clinic Express Care<sup>®</sup> Online

## Telemedicine

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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](http://clevelandclinic.org/eco) or download the Express Care app from the Apple App Store or Google Play
- From your computer: Visit [clevelandclinic.org/eco](http://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.

®Express Care Online is a registered trademark of Cleveland Clinic.





# MEDICAL MUTUAL®

## Network Urgent Care Centers and Convenience Clinics

\$15 Copay

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### Urgent Cares

#### Hometown Urgent Care

1301 Boardman Poland Rd Ste I  
Poland, OH 44514  
330.629.2300

#### Austintown Urgent Care

20 Ohltown Rd  
Youngstown, OH 44515  
330.884.1600

#### Now Medical Care Ohio

9371 E Market St  
Warren, OH 44484  
330.609.5277

#### Akron Children's Hospital Urgent Care

5000 East Market Street  
Warren, OH 44484  
330.543.1000

#### Trumbull Mahoning Medical Group

2600 Elm Road  
Cortland, OH 44410  
330.372.8931

#### 910 Rapid Care

910 Boardman Canfield Rd  
Youngstown, OH 44512  
330.965.0075

#### Quick Medical Urgent Care

3499 Belmont Ave  
Youngstown, Ohio 44505  
300.240.2047

### Convenience Clinic

#### Minute Clinic Diagnostic of Ohio – Inside CVS

7230 Market Street  
Boardman, OH 44512  
866.389.2727

#### Minute Clinic Diagnostic of Ohio – Inside CVS

1331 Youngstown Warren Rd  
Niles, OH 44446  
866.389.2727

<https://providersearch.medmutual.com>

