

# Accessing On-demand Telehealth Services

In-network providers are available 24/7 to assist you

If you need to speak to a healthcare provider right away, you can set up an on-demand telehealth visit. You can register now to access these services when you need them.

## What is an on-demand telehealth visit?

Unlike a scheduled appointment with your healthcare provider, you can access on-demand telehealth providers anytime, 24 hours a day, 7 days a week. You do not need to schedule an appointment. You can log in for a telehealth visit at your convenience and select the first available provider.

## What types of services are available through on-demand telehealth visits?

On-demand telehealth visits can be used to seek medical advice and treatment for common medical conditions, such as cold or flu, allergies, infections, minor injuries, skin conditions, and other issues. Once you are connected for your virtual visit, the on-demand provider will review your health history, answer your questions and at their discretion diagnose, treat and even prescribe medication.

## Which providers are in-network for on-demand telehealth visits?

Medical Mutual is contracted with three on-demand telehealth providers, [Cleveland Clinic Express Care Online](#), [Firelands Virtual Care](#) and [Premier Health Virtual Care](#). You can access these services by visiting the provider's website and following the instructions to create an account. Please note that you may need to download an app in order to access on-demand telehealth services.

## Do I need to set up an account in advance for on-demand telehealth visits?

It can be beneficial to set up an account before you are in a situation where you require services. That way, if you are in need of immediate medical advice, you have fewer steps to take before you can speak with a provider.

## What information do I need to set up an account?

Requirements to set up an account may vary by provider, so please follow the instructions on the provider's website or app. You may need to provide some basic information such as your name, email address and date of birth. You will also need to provide your ID number, so you should have your ID card handy when you set up your account. Please note that you will need to provide your Medical Mutual ID number, which may be located on the back of your ID card if you live outside the state of Ohio. You should also plan to have some form of payment available to cover applicable out-of-pocket costs (deductible, coinsurance or co-pays).

## How will the on-demand visit be covered?

The contracted provider (Cleveland Clinic Express Care Online, Firelands Virtual Care or Premier Health Virtual Care) will submit a claim to Medical Mutual for processing through your plan's medical benefits.

If you have questions or need assistance, call Customer Care at the number on your ID card.