

Accessing On-demand Telehealth Services

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

If you need to speak

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.

(deductible, coinsurance or copays).