

Medical Mutual

EAP – Not unless currently enrolled in an EAP program

Telehealth – Telemedicine visits (covered by all plans)

- Telehealth visits are primarily scheduled visits between patients and healthcare providers with an established relationship, and may be handled by computer, tablet or smartphone
- Telehealth visits are for patients needing routine care for chronic or general health conditions. They are covered just like any other medically necessary office visit
- They are billed with office visit codes, modifiers are not required
- Behavioral health visits are included

On-demand virtual visits (covered by most plans)

- On-demand virtual visits are a subset of telehealth. These types of visits typically include 24/7 virtual access to licensed healthcare professionals with whom the patients do not have an established relationship
- They are similar to visits to an urgent care facility and are typically needed due to an acute health issue
- Visits are typically covered like primary care provider visits unless otherwise specified
- Behavioral health visits are not covered as on-demand virtual visits
- Examples of plan-specific covered on-demand virtual visit providers include the Cleveland Clinic's Express Care online services and Teladoc

Application or Website: Go to <https://www.member.medmutual.com/> for updates on your coverage and any alerts specific to Covid-19. A mobile application is also available

MMO's website for all Covid-19 updates: <https://www.medmutual.com/Campaign-Pages/Coronavirus.aspx>