Welcome to CLE-Care HMO

The Integrated Plan to Keep You and Your Family Healthy

When it comes to choosing the right health care provider for you and your family, you want experience, convenience and an unwavering commitment to you. That's why The MetroHealth System and Medical Mutual of Ohio have teamed up to introduce CLE-Care HMO (CLE-Care). CLE-Care is a health plan that gives you access to MetroHealth's expert doctors and health care providers and to Medical Mutual's expertise in managing health plans and providing high-quality benefits to members.

Choose a Primary Care Provider (PCP)

CLE-Care is built on the foundation of having a healthy relationship with your PCP. Your CLE-Care PCP will assess and orchestrate your care needs while focusing on preventing illness, avoiding unnecessary care and achieving improved health at lower cost. When you have this, you are more likely to:

- Have an illness prevented or detected early
- Have medical issues managed more effectively
- Have fewer emergency visits

While your PCP oversees your care, no referrals are required when you see specialists within The MetroHealth System. If you need care outside of The MetroHealth System, the CLE-Care HMO network will coordinate to ensure care is provided as a network benefit.

Find a PCP by visiting metrohealth.org/doctor. Once you select a CLE-Care PCP, fill out your PCP selection form and send it to Medical Mutual at the address provided.

Community Locations

Conveniently located throughout Cuyahoga County, MetroHealth is sure to have a location near you.

- Primary and specialty care services offered at more than 25 locations throughout Cuyahoga County. Find locations at metrohealth.org/locations or MedMutual.com/clecare.
- Six walk in MetroExpressCare locations and one dedicated pediatric ExpressCare. Office visit co-pay is the same as a primary care visit and no appointment is necessary. Check current wait times at metrohealth.org/expresscare.
- Three MetroHealth at Discount Drug Mart locations and a fourth location opening in North Royalton October 2016. Walk in or schedule ahead of time at metrohealth.org/Discount-DrugMart.
- Four emergency departments located in Cleveland, Cleveland Heights, Parma and Brecksville. Learn more at metrohealth.org/emergency.

Your Health Care Team

MetroHealth offers primary care services for patients of all ages. In addition, our highly skilled doctors provide advanced specialty and surgical services in the event your or your family's health may require more specific care.

- 250+ primary care physicians
- More than 450 specialty physicians
- 200+ advanced practice nurses
- More than 1,200 nurses

MetroHealth has Cleveland's only verified Level I Adult Trauma Center and a Level II Pediatric Trauma Center verified by the American College of Surgeons. In addition to the John A. Gannon Comprehensive Burn Care Center, MetroHealth provides adult and pediatric burn centers verified by the American Burn Association and the Committee on Trauma of the American College of Surgeons. Other providers available include:

- Ambulance services
- Behavioral health professional, outpatient and inpatient care
- Chiropractors
- Dialysis centers
- Durable medical equipment providers
- Genetic testing laboratories
- Home health care and home infusion therapy
- Hospices
- Long-term acute care hospitals
- Orthotics and prosthetics providers
- Skilled nursing facilities

Pharmacy

MetroHealth provides nine convenient pharmacy locations. Each provides home delivery and specialty pharmacy services, discounted over-the-counter medications, along with online management and refills for your existing prescriptions. If you take medications regularly, mail order offers lower out-of-pocket costs and the convenience of having prescriptions sent directly to your home. Visit metrohealth.org/pharmacy or call (216) 957-MEDS (6337) for more information.

Online Tools Available

Online tools make it easy it for you to view and manage your health care and health plan.

MyChart

The CLE-Care HMO network collaborates through the most advanced electronic medical records system — MyChart — to ensure the team is well informed about your care. With MyChart, you can access your medical records, review your medical history, get test results, communicate with your physician, request an appointment, refill your prescriptions and more. Log in at metrohealth.org/mychart for more information.

My Health Plan

With Medical Mutual's secure member website, you have 24/7 access to your health insurance account and tools to help you better manage your health care coverage. By registering for My Health Plan, you can view benefits, check claims status, view health and wellness resources and more. Learn more at MedMutual.com/member.

To Schedule an Appointment

For your convenience, CLE-Care HMO offers one phone number for all of your scheduling needs. Call (216) 957-8100.