

Tools to help you Navigate the Healthcare System

We know that the healthcare system can be difficult to navigate which is why we are providing our members with various tools to assist in:

- ✓ Easing the Burden
- ✓ Making the right choice for your health care needs
- ✓ Lowering your out of pocket costs
- ✓ And most important, STAYING WELL!

No Charge to Members when using these tools!

Eligibility: The Cardinal Clinic is for all insurance eligible employees and their family members. All other tools are solely for those enrolled in the Mentor medical plan.

Note: Both the SuperMed and the Medflex Plans have Urgent Care and/or Minute Clinics in their network. If one of the tools listed here does not meet your needs, this would be your next avenue for care. Be sure to check the network FIRST to ensure you are using a participating provider in the network that you are enrolled. Hours will vary by location. These services will follow your plan design and are not covered at 100%.

MMO Advocacy Line

An elevated service team to answer any questions or concerns with your Medical or Prescription Drug coverage. If you have a simple question or you have a complex medical case, they are here to support you and assist in navigating your care!

Call 1-888-636-3622

Mon. - Thurs. - 7:30 am - 7:30 pm
Fri. - 7:30 am - 6:00 pm
Sat. - 9:00 am - 1:00 pm

The Cardinal Clinic

Created to make healthcare more convenient our employees and their families at NO COST to you.

The Clinic can be used for preventive care like physicals, flu shots and vaccines along with minor illnesses like strep, pink eye, upper respiratory infections, UTIs, ear infections and rashes. Also minor injury care like sprains, strains, minor cuts and burn care.

[Click Here to Schedule an Appt at Cardinal Clinic](#)

Mentor Location:

8655 Market Street, Mentor, OH
M/T/TH 7:00 am to 5:00 pm

Willoughby-Eastlake Location

34050 Glen Drive, Eastlake, OH
Wed: 9:00 am to 5:00 pm
Fri: 8:00 am to 4:00 pm

Nurseline

If you are unsure whether you should go to the emergency room, urgent care or be directed to another source of care, Nurseline will assist! A trained nurse will provide you with guidance

Call 1.888.912.0636

Available 24 hours a day and 7 days per week

Teladoc

Don't have time to physically go to the clinic or is it after hours and you need care? Use Teladoc at NO COST! 24/7/365 access to U.S. Board Certified doctors by web, phone or mobile app. Great for treating colds, flu, rashes, strep, upper respiratory conditions, allergies and more. They can prescribe medication when appropriate.

Register Now: [#1 Telehealth & Telemedicine Provider | Teladoc®](#)

You can also download the Teladoc app on your smartphone or call 1.800.835.2362