



KNOW WHERE TO GO FOR CARE

Whether you have a minor ailment or a more serious medical issue, understanding your care options and knowing where to go for treatment is very important. This will help you get the care you need quickly and effectively. Review the care options below to learn about what is available to you and your enrolled family members as a Mentor MMO medical plan member.

TELADOC VIRTUAL VISITS

Get care for you or your covered family members of all ages, 24/7, by phone or video. Talk with a doctor who can diagnose common medical conditions, and even prescribe medications if needed.

ALL PLANS:

\$0 COPAY

Examples of Care:

- Allergies
- Cold and Flu
- Pinkeye
- Sinus Problems
- Yeast infections
- UTI

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CARDINAL WELLNESS CLINIC

Mentor's Cardinal Wellness Clinic has expanded to cover a number of routine care and acute care services at no cost to members*. Clinic hours are available Monday through Friday for insurance eligible Mentor employees and their household members.

ALL PLANS:

\$0* COPAY

Examples of Care:

- Sore throat or bronchitis
- Colds, Flu, or mild COVID-19
- Seasonal allergies
- Back, muscle or joint pain
- UTI
- Concussion evaluation

For info on services, locations and hours, [click here](#)

CONVENIENCE CARE CLINIC / URGENT CARE CENTER

Convenience care clinics (CCC) are often located in drug stores or grocery stores, and can treat minor illnesses. Urgent care centers (UCC) can be used for immediate treatment of issues that are more severe but not life-threatening. Both accept walk-ins and are often open evenings and weekends.

PPO & MEDFLEX PLANS:

\$30 COPAY

BRONZE PLAN:

\$80** COPAY

Examples of Care:

- Vaccinations (CCC)
- Colds and flu (both)
- Ear or eye infections (both)
- Minor allergic reactions (UCC)
- Minor cuts or burns (UCC)
- Sprains or strains (UCC)

EMERGENCY ROOM

ERs are open 24/7 for immediate treatment of life-threatening injuries or illnesses and other critical conditions. ERs are not intended to be a substitute for routine care or non-emergent medical conditions. **REMINDER, NON-EMERGENCY USE OF THE ER IS NOT COVERED UNDER THE MEDICAL PLAN.**

PPO & MEDFLEX PLANS:

\$150 COPAY

BRONZE PLAN:

\$300*** COPAY

Examples of Care:

- Chest pain or other heart attack symptoms
- Seizures
- Severe burns
- Major head injuries
- Compound fractures

Need help finding care options near you? Click on your plan below to use the MMO Provider Search Tool:

[PPO](#) | [MedFlex](#) | [Bronze](#)

*\$0 copay, however expenses billed to insurance are subject to deductible and coinsurance. Effective 11/1/24, specific network labs will be payable at 100%, no deductible.

**\$80 copay for first 3 visits combined w/PCP, Specialist & Urgent Care. Additional visits are 60% after deductible.

***\$300 copay until deductible is met, then 100% after deductible.