

NURSE LINE



Support Around the Clock

Nurse Line

Medical Mutual of Ohio

2060 East Ninth Street
Cleveland, OH 44115

Visit MedMutual.com.



Medical Mutual of Ohio is pleased to introduce the SuperWell® Nurse Line, an e-mail and telephone health line that is available 24 hours a day, seven days a week. The Nurse Line is staffed by fully-qualified Registered Nurses (RNs) who are available to answer your health-related questions.

How It Works

The Nurse Line provides immediate support for everyday health issues and questions that might otherwise lead to unnecessary visits to the doctor or ER. The Nurse Line can also serve as an early warning system for emerging health conditions before they become serious medical problems.

You can reach the Nurse Line by calling **888/912-0636** or accessing the program's secure e-mail system* by logging on to My Health Plan on MedMutual.com, then selecting *Nurse Line* under *Manage My Health*.

The SuperWell Nurse Line is just one of a number of helpful and important wellness services available to Medical Mutual members.

Please note: The Nurse Line is not intended to replace the medical care or advice you receive from your doctor. If you have a medical emergency, you should always seek treatment at the nearest medical facility or call 911.



Features

The Nurse Line offers peace of mind by providing around-the-clock guidance and answers to your healthcare questions. Trained RNs can help you:



Make decisions about how to handle a health issue, including whether you need to visit a doctor or emergency room (ER).



Understand medical conditions that have already been diagnosed by your doctor and why it is important to follow their plan of care.



Prepare for doctor visits by knowing what questions to ask.



Learn how to care for minor injuries and illnesses at home.



Develop healthier lifestyle habits.



Learn how to make better decisions about your healthcare.

Remember to have your member ID number ready when accessing the Nurse Line.

*If you choose the e-mail option, a response will be sent within 24 hours.