

Welcome to CLE-Care

The Integrated Plan to Keep You and Your Family Healthy

When choosing the right health care provider, you want experience, convenience and an unwavering commitment to your health. That's why The MetroHealth System and Medical Mutual have teamed up to offer CLE-Care. CLE-Care gives you access to MetroHealth's doctors and healthcare providers and Medical Mutual's expertise in managing health plans and providing high-quality benefits.

Choose a Primary Care Provider (PCP)

CLE-Care is built on having a healthy relationship with your PCP. Your CLE-Care PCP will assess and coordinate your care 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 to see specialists within The MetroHealth System. If you need care outside of The MetroHealth System, CLE-Care will coordinate your care to maximize your in-network benefits. Find a PCP at MetroHealth.org/PhysicianDirectory. Then fill out your PCP selection form and send it to Medical Mutual at the address provided on the form.

Community Locations

Conveniently located throughout Cuyahoga and Medina counties, MetroHealth is sure to have a location near you.

- Primary and specialty care services are offered at more than 25 locations throughout Cuyahoga and Medina counties. Find locations near you at MetroHealth.org/Locations.
- Five walk-in MetroExpressCare locations and two dedicated pediatric ExpressCare locations. The office visit copay is the same as a primary care visit and no appointment is necessary. Check current wait times at MetroHealth.org/ExpressCare.
- Two new hospitals, The MetroHealth Glick Center on W. 25th and the Cleveland Heights Behavioral Health Hospital provide state-of-the-art care.
- 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 should you require more specific care.

- 250+ primary care physicians
- 450+ specialty physicians
- 300+ advanced practice providers
- 1,200+ nurses

MetroHealth is home to Cleveland's only adult and pediatric burn care center verified by the American Burn Association. It is also home to the only Level I Adult Trauma Center and a Level II Pediatric Trauma Center, that is also a verified burn care center, verified by the American College of Surgeons. With the reach of our premiere Critical Air and Ground Transport teams, Metro LifeFlight, MetroHealth expands its excellence in trauma and burn care across the region.

Other providers available include:

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

Pharmacy Locations

Each of MetroHealth's eleven convenient pharmacy locations offer 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 added convenience. Visit MetroHealth.org/Pharmacy or call (216) 957-MEDS (6337) for more information.

Online Tools

Manage your health care and health plan with our online tools:

MyChart

The CLE-Care network collaborates through the most advanced electronic medical records system — MyChart — to ensure your entire care team is well informed. Use MyChart to access your medical records, review your medical history, get test results, communicate with your physician, request an appointment, refill your prescriptions and more. Visit MetroHealth.org/MyChart to learn more.

My Health Plan

My Health Plan, Medical Mutual's secure member website, offers 24/7 access to your plan with tools to help you manage your health plan coverage. Register for My Health Plan to view benefits, check claims status, access health and wellness resources and more. Learn more at MedMutual.com/Member.

CLE-Care offers one phone number for all of your scheduling needs. Call (216) 957-8100 for assistance in transitioning your care and all of your scheduling needs.