

Medical Mutual Now Brings Urgent Care to Your Home with DispatchHealth



Unexpected illness or injuries can be stressful. When you experience a non-life-threatening emergency and need medical attention right away, DispatchHealth can provide urgent care services in the place where you feel most comfortable—your home. DispatchHealth’s qualified medical teams are covered as in-network providers by your Medical Mutual plan and are just a phone call away. For any life-threatening emergencies, call 911.

How Does it Work?

DispatchHealth will send a physician assistant or nurse practitioner, along with a medical technician, to your home. This team can treat everything an urgent care can—plus much more. Each DispatchHealth team is also equipped to provide services and treatments often only found in an emergency room. Commonly treated conditions and services include:

- COVID-19 testing and treatment
- Urinary tract infections
- Respiratory infections
- IV placement and fluids
- Diarrhea and dehydration
- Severe skin infections
- Shortness of breath
- Worsening chronic obstructive pulmonary disease (COPD) symptoms
- Pneumonia
- Heart racing or fluttering
- On-site blood testing if needed
- Catheter problems
- Stitches and wound care
- Minor fractures, sprains, strains and bruises
- Boils and abscesses
- And more

How Do I Request Care from DispatchHealth?

1. Call 1-855-213-2998 (TTY: 711 for hearing impaired) 7 days a week, from 8 a.m. to 10 p.m., including holidays.
2. Explain your symptoms.
3. DispatchHealth sends a medical team to your home to treat you. The team will arrive within a few hours of your call.
4. After you receive treatment, DispatchHealth will work with your primary care provider and a case manager, if appropriate, to coordinate your care.

How Does my Medical Mutual Plan Cover a DispatchHealth Visit?

DispatchHealth is part of your plan's network of providers. You'll pay your plan's standard copay or coinsurance for urgent care services. Urgent care costs are typically much lower than emergency room care.*

Depending on your plan's benefits, you'll receive a bill after the visit for your plan's copay or coinsurance. DispatchHealth accepts credit card, debit card, health savings account (HSA), health reimbursement account (HRA) and flexible spending account (FSA) payments.

Questions?

Medical Mutual Customer Care Specialists can answer any questions you may have about DispatchHealth services or your plan benefits. Please call the Customer Care number listed on your member ID card.

*Additional costs may apply if the DispatchHealth team orders diagnostic services that cannot be done in your home.