






Choosing the right level of care for your needs.

 <p>Primary Care Visit</p>	 <p>Scheduled and On-Demand Video Visits</p>	 <p>Sutter Walk-In Care</p>	 <p>Urgent Care</p>	 <p>Emergency Care</p>
<p>“I need to see my doctor for a regular check-up, screening or minor concern.”</p> <p>ALL AGES</p> <p>Ideal for:</p> <ul style="list-style-type: none"> • Annual exams and routine tests • Chronic disease management • General health maintenance • Pediatric care • Preventive care • Screenings • Vaccinations <p>Not appropriate for:</p> <ul style="list-style-type: none"> • Cardiac and respiratory emergencies • Head injuries • Serious accidents and falls 	<p>“I have a healthcare concern and need care today.”</p> <p>18 MONTHS+</p> <p>Ideal for:</p> <ul style="list-style-type: none"> • Aches and pains* • Allergies • Asthma* • Cold, cough and flu • COVID* • Digestive health* • Eye irritation • Emotional wellbeing* • Fever • Nausea • Rashes and skin conditions • Women’s urinary health* <p>Not appropriate for:</p> <ul style="list-style-type: none"> • Checkups or physical exams • Cardiac and respiratory emergencies • High fever • Pregnancy and children’s health • Severe illness, major injuries, or serious digestive issues 	<p>“I have a healthcare concern and need an appointment as soon as possible.”</p> <p>18 MONTHS+</p> <p>Ideal for:</p> <ul style="list-style-type: none"> • Allergies • Cold, cough and flu • Ear infection • Eye irritation • Fever • Minor sprains and strains • Rashes and skin conditions • Sinus infection • Vaccinations • Wellness screenings <p>Not appropriate for:</p> <ul style="list-style-type: none"> • Broken bones • Cardiac and respiratory emergencies • Head injuries • Severe sprains 	<p>“It’s not an emergency, but I have a serious issue and need to be seen soon.”</p> <p>ALL AGES</p> <p>Ideal for:</p> <ul style="list-style-type: none"> • Back pain • Cold and flu • Fever • Mild asthma • Moderate accidents and injuries • Moderate cuts and bleeding • Sprains and strains • Vomiting <p>Not appropriate for:</p> <ul style="list-style-type: none"> • Cardiac and respiratory emergencies • Head injuries • Life-threatening accidents and injuries 	<p>“I’m experiencing a medical emergency and need to be seen now.”</p> <p>ALL AGES</p> <p>Ideal for:</p> <ul style="list-style-type: none"> • Behavioral health crisis • Broken bones • Chest pain • Head injuries • High fever • Life-threatening accidents and injuries • Major burns, cuts and bleeding • Severe allergic reactions • Trouble breathing • Unconsciousness <p>Not appropriate for:</p> <ul style="list-style-type: none"> • Colds • Low fever • Minor rashes • Seasonal allergies • Sore throat

This information is intended as a guide and not all services are available in all areas. Please use your best judgment when seeking care. Check the Sutter Health Plan Evidence of Coverage and Disclosure Form and Benefits and Coverage Matrix to determine coverage and cost.

* Treatment for these conditions is available only through a primary care physician (PCP) or an On-Demand Video Visit.

Primary Care

Your PCP manages and coordinates your care from routine to complex health concerns, including referrals to specialty care, X-rays, lab work and other services as needed.

To find a PCP, visit

sutterhealthplan.org/find-provider.

Video Visits

You have flexible options for video visits through My Health Online (MHO)¹, for most of your healthcare needs:

- **24/7 On-Demand With a Sutter Clinician**
Start a video visit right away with the next available Sutter clinician, available for members age 18 months and older.
- **Schedule With Your PCP²**
Available for members age 3 months and older.
- **Book With a Sutter Clinician**
Schedule a convenient time for you, available for members age 18 months and older.

To learn more or book an appointment, visit sutterhealth.org/video-visits.

Sutter Walk-In Care

In the Greater Sacramento Area, you have access to Sutter Walk-In Care for your everyday healthcare needs. Open to everyone age 18 months and older, every day, hours and times may vary.

To schedule an appointment or find a location near you, visit sutterhealthplan.org/walk-in.

Urgent Care

You have access to in-network urgent care locations while in the Sutter Health Plan service area. When you are outside of the Sutter Health Plan service area, you have access to any urgent care location.

To find a list of urgent care locations near you, visit sutterhealthplan.org/urgent.

Emergency Care

You can access emergency care when you need it from any facility, in or out of the Sutter Health Plan network, without a referral. In the case of an emergency, dial 9-1-1 (where available) or go to the nearest hospital.



Scan the QR code to find a complete list of in-network locations near you or visit sutterhealthplan.org/find-location.

Mental Health & Substance Use Disorder Services

If you need mental health or substance use disorder treatment services, you have coverage through **Carelon Behavioral Health of California, Inc.** You can schedule office or virtual visits as needed without a referral.

To find a participating behavioral health provider, call Carelon at **844-398-0314** or visit carelonbh.com/sutterhealthplan.

You can call 9-8-8, the U.S. national suicide prevention and mental health crisis hotline, to get immediate assistance for anyone experiencing a behavioral health crisis.

Nurse Advice Line | 855-836-3500

The Sutter Health Plan Nurse Advice Line is available 24/7 to help answer questions about medical problems. Registered nurses can help you determine the right level of care for your health needs.

¹ All Sutter Health Plan members can enroll in MHO.

² Log in to your MHO account to see if your PCP offers video visits. If your provider doesn't participate in MHO or you're a new patient, please contact your PCP's office for video visit options.



Customer Service **855-315-5800**
Visit sutterhealthplan.org

Video Visits

Convenient Virtual Care

You have flexible options for video visits through My Health Online (MHO)¹ for most of your healthcare needs.



24/7 On-Demand With a Sutter Clinician (no appointment needed)

Start a video visit right away with the next available Sutter clinician, available for members age 18 months and older.



Schedule With Your Primary Care Physician (PCP)

Available for members age 3 months and older.²



Book With a Sutter Clinician

Schedule a convenient time for you, available for members age 18 months and older.

Care When You Need It

Sign in to your MHO account and choose the option that works best for you:

On-Demand Video Visit

- Select “On-Demand Video” to join the virtual queue and connect with the next available Sutter clinician.

Schedule a Video Visit Appointment

- To schedule ahead, choose “Same Day Care” to see a Sutter clinician.
- To book a visit with your PCP, select “Schedule With a Clinician You’ve Seen Before.”

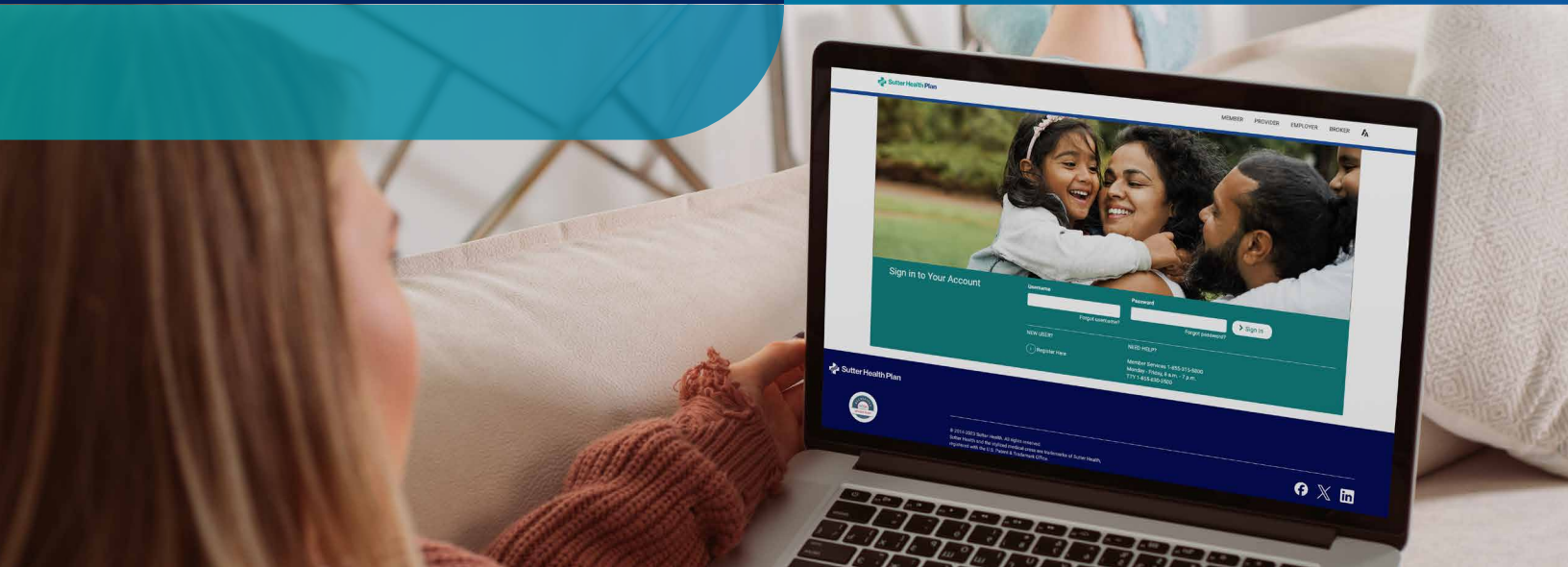
Please note: You must be physically located in California during your appointment.

Download the My Health Online mobile app available on the Apple App Store and Google Play. The app provides the best experience but you can also use your computer.



¹ Enroll and activate your MHO account by visiting mho.sutterhealth.org.

² Log in to your MHO account to see if your PCP offers video visits. If your provider doesn't participate in MHO or you're a new patient, please contact your PCP's office for video visit options.



Convenient Member Tools

Member Portal

shplan.org/memberportal

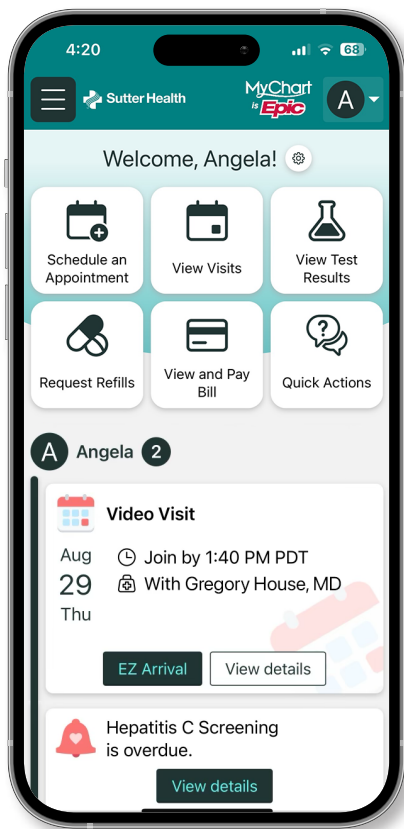
We offer a member portal for your convenience. After you register for the portal, you will have easy access from your smartphone, tablet or computer to:

- ✔ Change your primary care physician (PCP).
- ✔ Request or print member ID cards.
- ✔ Check your eligibility, benefits, copays, and claims information.
- ✔ View, save and print a summary of individual and family deductibles and out-of-pocket balances.
 - You will receive monthly statements with balance details. Use the member portal to opt out of receiving these statements.
- ✔ View correspondence.
- ✔ Pay your individual and family plan premium through the Sutter Health Plan Online Payment Center.
- ✔ Review your Benefits and Coverage Matrix (BCM), Evidence of Coverage and Disclosure Form (EOC), and Summary of Benefits and Coverage (SBC) for your medical plan and any of your optional benefits you or your employer elected.
- ✔ Navigate to the Health and Wellness site.
- ✔ Find Sutter Health Plan forms and resources.



Cost Estimator

Sutter Health Plan provides a real-time benefit cost estimator tool on the Member Portal. It helps members compare personalized out-of-pocket costs for covered in-network services with individual-specific accumulators. Please note, the tool only shows claims paid to date. Access it by logging into the Member Portal and clicking the Cost Estimator link.



My Health Online

mho.sutterhealth.org

As a Sutter Health Plan member, you can enroll in MHO*, a convenient way to manage your health when and where you want. With MHO, it's easy to stay connected with your care team and have 24/7 access to your health information. You can:

- ✔ Start an on-demand video visit.
- ✔ Book a video visit.
- ✔ Message your care team.
- ✔ Make an appointment.
- ✔ Sign up for text reminders.
- ✔ Join the waitlist to be notified about earlier appointments.
- ✔ Request prescription renewals.
- ✔ View test results.
- ✔ Update your health history.
- ✔ Pay bills and your copays online.
- ✔ Complete EZ Arrival for contactless check-in.
- ✔ View your hospital stay through Bedside Mobile.
- ✔ Invite family or caregiver for proxy access.
- ✔ Navigate to your Sutter Health Plan Member Portal.
- ✔ Access an advance care planning tool to guide future healthcare decisions.



Communication Preferences

You can set your communication preferences to receive automated appointment reminders. This allows you to confirm your appointment or reschedule if needed. Additionally, you can join the waitlist to receive a text or email notification if an earlier appointment time becomes available.

Care Companion

Members have access to interactive plans through My Health Online, including task reminders, analyzing health data and offering education to help manage their care.

Care Companion – Healthy Pregnancy is for expectant members who are seeing a maternity care provider who participates in MHO. This feature, designed for low-risk pregnancies, offers a personalized care plan that guides members through their pregnancy journey.

Care Companion for New Babies provides timely tips for parents navigating life with a newborn, including breastfeeding and immunizations. Babies are automatically enrolled when discharged from a Sutter hospital or after their first Sutter appointment is scheduled.

For more information, please visit sutterhealth.org/care-companion.

* As a member, you have access to view lab and test results from Sutter facilities, schedule Sutter Walk-In Care, urgent care or video visits, and other MHO features. If your PCP does not participate in MHO, you cannot schedule an appointment or message your PCP through MHO.

The My Health Online App is powered by MyChart® licensed from Epic Systems Corporation, ©1999–2026.



Customer Service **855-315-5800**
Visit sutterhealthplan.org

Protecting Your Health

A Focus on Prevention

What is Preventive Care? Preventive care helps to protect against disease and to provide early detection of certain health conditions. Talk to your provider or care team about what is right for you.

Covered Preventive Services

Sutter Health Plan covers a variety of preventive care services* at no cost share**, which may include:

- ✔ Comprehensive preventive care visits and counseling, including well-woman exams
- ✔ Family planning counseling and services
- ✔ Hearing exams
- ✔ Maternity and newborn care
- ✔ Routine preventive imaging services and laboratory tests
- ✔ Screening tests
- ✔ Smoking cessation counseling and interventions
- ✔ Some drugs and supplies, including specific vitamin and mineral supplements
- ✔ Vaccines and immunizations
- ✔ Well-child preventive care exams

Preventive vs. Diagnostic Care

Recognizing the difference between preventive care and diagnostic care is important. The goal of preventive care is disease prevention and early detection. Diagnostic care involves evaluation and treatment of known or suspected conditions. When you receive diagnostic care, you may incur out-of-pocket costs based on your health plan coverage.

Here are a few examples of how a service may be either preventive or diagnostic care, depending on the situation:

PREVENTIVE CARE	DIAGNOSTIC CARE
<p>Screening mammogram for women age 40 and over when there are no symptoms or previous breast disease diagnosis.</p>	<p>Mammogram after suspicious results are found on a screening mammogram or when signs of possible breast disease are present.</p>
<p>Diabetes screening using a lab test to check if a person has a high blood sugar level and possible diabetes.</p>	<p>Diabetes monitoring done on a routine basis using lab tests to check blood sugar control.</p>
<p>Colonoscopy at age 45 when no symptoms are present and there is no personal history of colon disease.</p>	<p>Colonoscopy when symptoms are present or there is a history of colon disease.</p>

* These guidelines are based primarily on the recommendations of the Advisory Committee on Immunization Practices, California Department of Public Health, Centers for Disease Control and Prevention, Health Resources Services Administration, and U.S. Preventive Services Task Force.

**Check your Evidence of Coverage and Disclosure Form for details.



Great Coverage Starts Here



MISSION

Caring for our patients first and our people always.

VISION

We deliver a seamless member experience connecting quality care and coverage with a local commitment to service excellence.

CONTACT INFORMATION



Customer Service

855-315-5800

(TTY 855-830-3500)

Monday through Friday,
8 a.m. to 7 p.m.



Mailing Address

P.O. Box 160307
Sacramento, CA 95816



Online

sutterhealthplan.org



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About Sutter Health Plan

Choosing a health plan is a big decision – we understand. That’s why it’s important to review your options. So, take a closer look at why Sutter Health Plan might be the right fit for your healthcare needs. We’re an HMO that gives you access to comprehensive and convenient care from many of Sutter Health’s award-winning doctors, clinicians and hospitals. This means you’ll have the care and coverage you can count on for life’s ups and downs.

Our plan options include traditional and deductible designs, and high deductible health plans compatible with health savings accounts.

When you choose Sutter Health Plan, you and your family have access to:

- A network of high-quality doctors, clinicians and hospitals
- Comprehensive medical benefits
- A 24/7 nurse advice line
- Sutter Health Care Management Program, including health coaching and complex case management
- Preventive care services at no out-of-pocket cost
- Coverage for urgent and emergency care
- A Member Portal that provides secure access to eligibility, benefits, cost-sharing, claims, member ID cards and more
- A Health and Wellness site
- My Health Online (MHO), Sutter Health's secure patient portal, to book video visits, make appointments, view test results and more



Did You Know?

Our Customer Service team can help you find a provider, answer questions about benefits, or assist in scheduling appointments with many Sutter doctors and clinicians.

Call **855-315-5800** (TTY 855-830-3500) Monday through Friday, 8 a.m. to 7 p.m.

Enroll in Three Easy Steps

1 Understand Your Benefit Options

Before you start comparing plan options, it's important to have a basic understanding of common health plan benefit terms.* Then, you can choose the option that best suits you and your family.

2 Select Your Primary Care Physician

When you enroll with Sutter Health Plan, you and each of your covered family members select a primary care physician (PCP) who will manage your care to help keep you healthy. So, take the time to find a PCP you feel comfortable with and trust as your healthcare partner. You can choose from four types of PCPs. Once you select a PCP, you will need to include the Sutter Health Plan Provider ID number and the provider's name when you enroll.

TYPES OF PCPs



Family Medicine
Provides primary care for newborns to geriatrics, and treats a wide variety of conditions.



Internal Medicine
Provides primary care for adults aged 18 and older and specializes in diagnosing, treating and preventing disease in adults.



Pediatrics
Provides primary care for children up to age 18 and specializes in a wide range of childhood medical conditions.



OB/GYN
Provides gynecological and obstetric healthcare services; some may provide primary care.

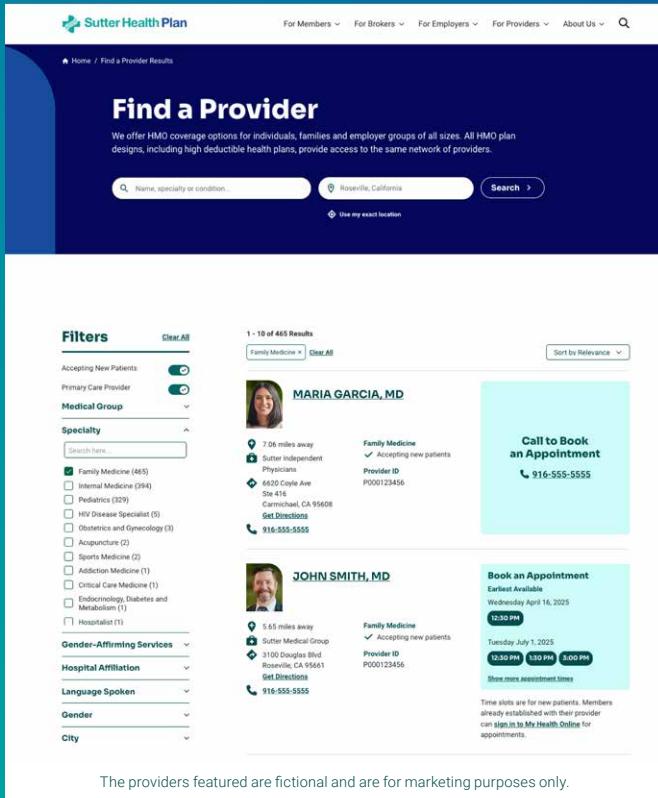
Already a Sutter patient?

If your current PCP is part of the Sutter Health Plan network, you do not need to select a new one, even if their practice is closed to new patients. All you need to do is include the Sutter Health Plan Provider ID number, which you can find on the provider locator or in the provider directory, and confirm you are an existing patient when you complete your enrollment.

3 Enroll

You are now ready to enroll and are one step closer to making an important investment in your family's health. If you have any questions, call Customer Service at **855-315-5800** (TTY 855-830-3500) or visit sutterhealthplan.org.

* See our Glossary on page 16.



Finding Your PCP

- Go to sutterhealthplan.org/find-provider.
- Enter the name of a provider, specialty or condition and enter an address, city or ZIP code of the area you would like to search.
- Click the “Search” button.
- Once your results populate use the filters on the left hand side to further narrow your search results.
- Click “Accepting New Patients”.
- When you enroll, you need to include your PCP’s first name, last name and their Sutter Health Plan Provider ID.

Book an Appointment

Finding care just got easier — members can view the earliest available appointments and book primary care visits directly from the provider’s profile. Getting the care you need has never been more convenient!

When you choose a PCP, you select their medical group and care team.

Your PCP will refer you in-network for most services, including specialty care, X-rays and lab work. If in-network services aren’t available, your PCP will refer you out-of-network and request authorizations when necessary.

Many covered services, including specialist visits, require referrals or prior authorizations. If you need specialty care and have a specific specialist in mind, check the provider directory to see what medical group the specialist is in. Make sure you choose a PCP within that medical group. Sometimes, a specialist outside your medical group in the Sutter Health Plan network may also be available by referral.

Services your PCP may refer you to include:

- ✓ Diagnostic imaging
- ✓ Lab
- ✓ Rehabilitation
- ✓ Specialty care

Services you may self-refer to include:

- ✓ Health coaching
- ✓ OB/GYN*
- ✓ In-network provider office or virtual visits for mental health or substance use disorders through Carelon Behavioral Health of California, Inc.

* Members can self-refer within their medical group for routine or annual exams.

Pharmacy Benefits



Sutter Health Plan partners with CVS Caremark® for pharmacy benefits, including retail, mail order and specialty prescription drugs.

Retail

Pick up your prescription drugs at most independent pharmacies and chains where you may already shop. Many network pharmacies also offer free one- to two-day delivery of eligible prescriptions.

CVS Caremark also offers the Retail-90® program. With the Retail-90 program, you can get up to a 100-day supply, as your benefit plan allows, of your maintenance prescription drugs for the cost of two retail copays at certain retail pharmacy locations, including CVS pharmacies.

Mail Order

Sign up for mail order pharmacy service through CVS Caremark Mail Service Pharmacy and receive:

- Up to a 100-day supply, as your benefit plan allows, of your maintenance prescription drugs for two times your 30-day retail cost share, after any applicable deductible
- Free standard shipping of your prescription drugs

Specialty Pharmacy

Most specialty drugs must be filled through a CVS contracted Specialty Pharmacy. The pharmacy will ship them to your home at no cost to you*.

CVS Caremark Guest Website info.caremark.com/oe/sutterhealthplan

View sample pharmacy cost sharing for some of our most popular benefit plan designs through the guest website, as well as:

- Find a pharmacy
- Check drug costs
- View sample plan options
- Sutter Health Plan Formulary

* Certain benefit limitations apply.

Sutter Health Plan contracts for certain healthcare benefits that are not provided through medical groups, as described below.

Carelon Behavioral Health of California, Inc.

844-398-0314 | carelonbh.com/sutterhealthplan

You have access to mental health and substance use disorder (MH/SUD) services through Carelon. You may self-refer for in-network office or virtual visits for MH/SUD and can search for providers directly through Carelon. You can also ask your current provider if they are part of the Carelon network. Refer to the Sutter Health Plan Evidence of Coverage and Disclosure Form (EOC) for additional information regarding Carelon and MH/SUD benefits.

Sutter Health Plan offers optional benefits to small and large group employers through our plan partners below. Pediatric dental and vision essential health benefits are included in all small group plans. This does not apply to large group plans.

ACN Group of California, Inc. dba OptumHealth Physical Health of California (ACN)

myoptumhealthphysicalhealthofca.com

ACN provides optional chiropractic and acupuncture services when elected by an employer group. You will receive separate ACN benefit documents, and ACN will be listed on your member ID card if your employer elects optional benefits for acupuncture, chiropractic or both. Members do not need a referral and can search for providers directly through ACN.

Delta Dental

deltadentalins.com

Members enrolled in a small group plan or individual and family plan (IFP) have pediatric dental benefits through the end of the month in which they turn age 19. Refer to the Sutter Health Plan EOC for information regarding pediatric dental benefits provided by Delta Dental through DeltaCare® USA Network.

Delta Dental also provides coverage for adult members of small group plans when the employer group has elected optional comprehensive dental benefits. Members do not need a referral and can search for providers directly through DeltaCare USA.

Vision Service Plan (VSP)

vsp.com

Members enrolled in a small group plan or IFP have pediatric vision benefits through the end of the month in which they turn age 19.

Members enrolled in a large group plan have coverage for an annual refractive eye exam. Large group plan designs do not include the pediatric vision essential health benefit. Refer to the Sutter Health Plan EOC for information regarding pediatric vision benefits and the annual refractive eye exam, if applicable.

VSP also provides coverage for adult members of small group plans and for all members of large group plans when the employer group has elected optional, comprehensive vision benefits. Members do not need a referral and can search for providers directly through VSP.

As a Sutter Health Plan member, you have access to programs designed to support your health and well-being — whether you're focused on prevention, managing a condition, or building healthier habits over time. These programs offer personalized support to help you address health risks early and make it easier to stay engaged in your care at no cost to you.



Vida Health

Vida is a virtual health program that supports weight management and helps prevent or manage chronic conditions such as diabetes, high blood pressure and high cholesterol. Through Vida you can connect with accredited health coaches and registered dietitians through video visits and secure in-app messaging. You can also track food, exercise and sleep habits.

You can self-enroll by visiting vida.com/sutterhealthplan or calling Vida at **833-732-2242**.



Doula Care Program

Mahmee provides personalized support throughout pregnancy, delivery and the postpartum period. Mahmee's team includes doulas, registered nurses, mental health coaches and nutritionists, offering a range of services through virtual visits, in-person care, 24/7 support and more.

You can self-enroll by visiting mahmee.com, clicking on 'Check My Eligibility' and following the instructions or calling Mahmee at **818-431-1118**.



Health and Wellness Site

The Health and Wellness site supports both your physical and mental health, with tools and resources designed to help you reach your health and wellness goals.

Start with a comprehensive personal health assessment to create a custom health risk report based on your health history and lifestyle. You can also print a provider version to bring to your doctor if you want to discuss your results.

After completing your assessment, you can explore 13 Action Plan modules, including Healthy Eating, Stress Management and Heart Disease Prevention. You'll also have access to a Health Library with learning centers, videos, a symptom checker and more.

Access the Health and Wellness site through your secure Sutter Health Plan member portal at shplan.org/memberportal. Select Health and Wellness from the Quick Access toolbar.



Sutter Care Management Program

The Sutter Care Management Program includes health coaching to support healthy weight, tobacco cessation and stress management. This program combines practical coaching with personal accountability to help you manage a health condition or work toward wellness goals.

You'll work one on one with a coach to identify barriers, connect behaviors to personal values, and set realistic goals. Coaching appointments are confidential and held by phone. The first call lasts no more than 20 minutes, and you and your coach decide how to work together based on your needs and preferences.



Member Portal

After you register for the portal, you will have easy access from your smartphone, tablet or computer to:

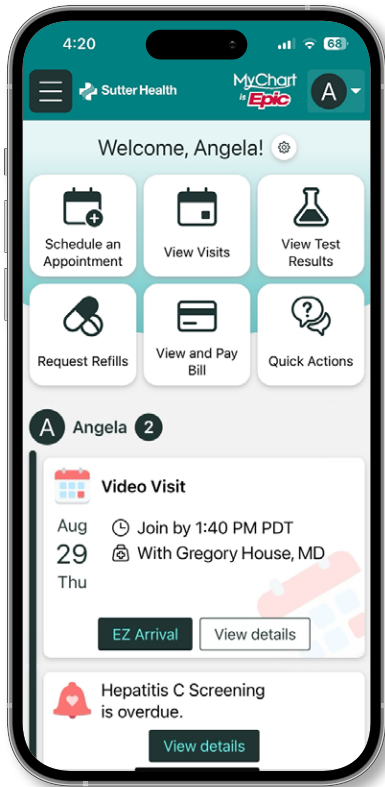
- ✔ Change your PCP
- ✔ Request or print member ID cards
- ✔ Check your eligibility, benefits, cost sharing and claims information
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Care Companion for New Babies provides timely tips for parents navigating life with a newborn, including breastfeeding and immunizations. Babies are automatically enrolled when discharged from a Sutter hospital or after their first Sutter appointment is scheduled.

For more information, please visit sutterhealth.org/care-companion.

* You have access to view lab and test results from Sutter facilities, schedule Sutter Walk-In Care, urgent care or video visits, and other MHO features. If your PCP does not participate in MHO, you cannot schedule an appointment or message your PCP through MHO. Refer to page 11 for a list of medical groups with providers that participate in MHO.

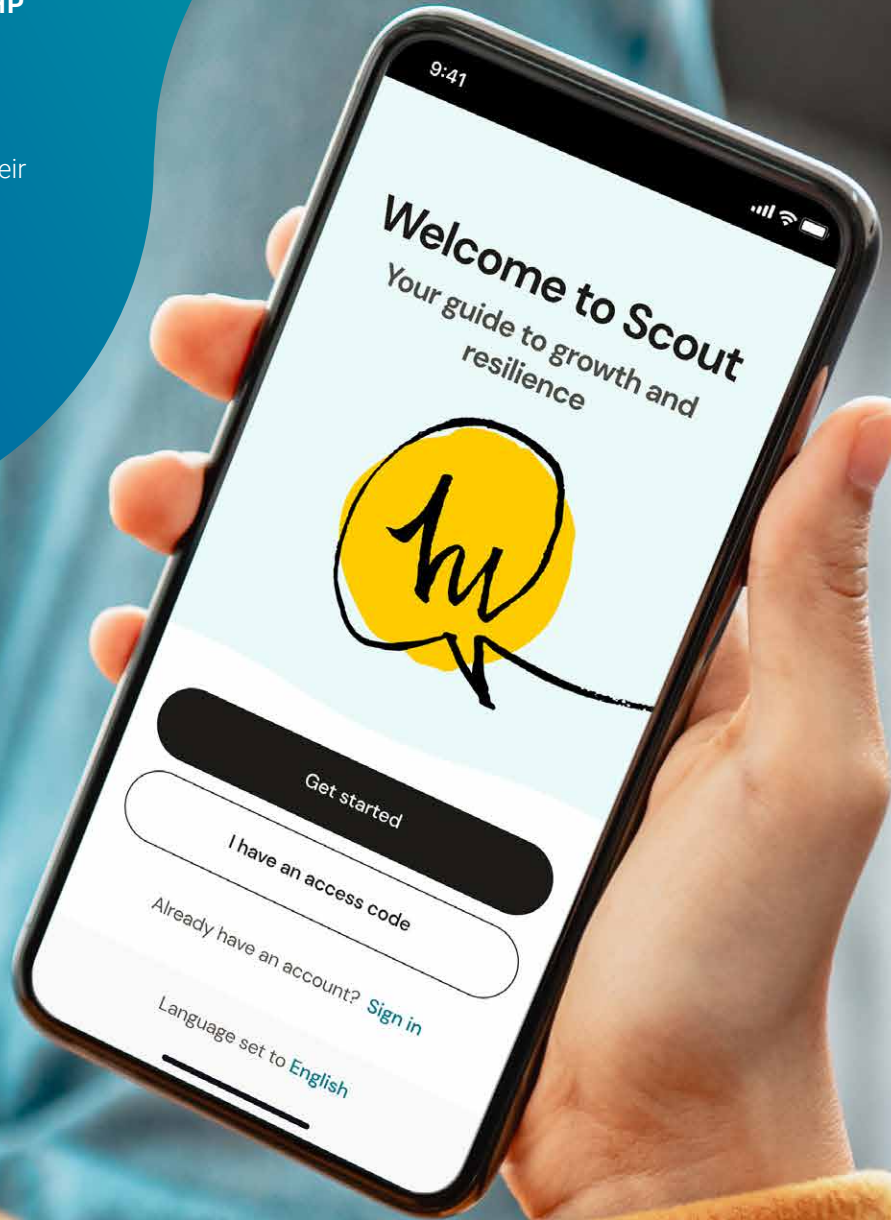
The My Health Online App is powered by MyChart® licensed from Epic Systems Corporation, ©1999–2026.

Scout by Sutter Health

For ages 13–22 | Access code: SCOUTSHP

Scout, a personalized digital program, is available at no cost to help teens and young adults, ages 13 through 22, build resilience to manage everyday mental health. It's also for their champions (parents, caregivers and families) so they can better understand and support the young people they care about.

For more information, visit scout.sutterhealth.org.





The Sutter Health Plan Network



With the Sutter Health Plan network, you can take advantage of conveniently located neighborhood offices, care centers and facilities in your community. This includes access to high-quality primary care doctors, physicians, specialists, labs and diagnostic imaging centers, urgent care, hospitals and other healthcare services. Accessing the care you need should be simple.

To view all providers and facilities in the service area, please visit:

-  sutterhealthplan.org/find-provider
-  sutterhealthplan.org/find-location

Hospitals

BAY AREA

ALAMEDA COUNTY

**Alta Bates Summit Medical Center
– Alta Bates Campus**
Berkeley

**Alta Bates Summit Medical Center
– Summit Campus**
Oakland

Children’s Hospital Oakland

Eden Medical Center
Castro Valley

Stanford Health Care Tri-Valley
Pleasanton

CONTRA COSTA COUNTY

Sutter Delta Medical Center
Antioch

SAN FRANCISCO COUNTY

**California Pacific Medical Center
– California Campus**
San Francisco

**California Pacific Medical Center
– Davies Campus**
San Francisco

**California Pacific Medical Center
– Mission Bernal Campus**
San Francisco

**California Pacific Medical Center
– Pacific Campus**
San Francisco

**California Pacific Medical Center
– Van Ness Campus**
San Francisco

SAN MATEO COUNTY

Mills-Peninsula Medical Center
Burlingame

Sequoia Hospital
Redwood City

SANTA CLARA COUNTY

El Camino Hospital Los Gatos

El Camino Hospital Mountain View

Lucile Packard Children’s Hospital
Palo Alto

SANTA CRUZ COUNTY

Dominican Hospital
Santa Cruz

Sutter Maternity & Surgery Center
Santa Cruz

Watsonville Community Hospital

SONOMA COUNTY

Novato Community Hospital
Serving southern Sonoma County

**Sutter Santa Rosa Regional
Hospital**

VALLEY AREA

PLACER COUNTY

Sutter Auburn Faith Hospital

Sutter Roseville Medical Center

SACRAMENTO COUNTY

Sutter Medical Center, Sacramento

SAN JOAQUIN COUNTY

Dameron Hospital
Stockton

St. Joseph’s Medical Center
Stockton

Sutter Tracy Hospital

SOLANO COUNTY

Sutter Solano Medical Center
Vallejo

STANISLAUS COUNTY

Memorial Medical Center
Modesto

YOLO COUNTY

Sutter Davis Hospital

Affiliated Medical Groups

When you choose a PCP, you are also choosing their affiliated medical group. Many covered services, including visits to a specialist, require a referral or prior authorization from your medical group. Your PCP will refer you in-network for most services. If services aren’t available, your PCP will refer you for out-of-network services and will request authorizations when necessary.

BAY AREA

Affinity Medical Group
Alameda and Contra Costa counties

Mills-Peninsula Network*
Alameda, San Mateo, Santa Clara and Santa Cruz counties

Palo Alto Medical Foundation**
Alameda, San Mateo, Santa Clara and Santa Cruz counties

Sutter East Bay Medical Foundation**
Alameda and Contra Costa counties

Sutter Medical Group of the Redwoods**
Sonoma County

**Sutter Pacific Medical Foundation
– West Bay****
San Francisco County

VALLEY AREA

Sutter Gould Medical Foundation**
San Joaquin and Stanislaus counties

Sutter Independent Physicians*
El Dorado, Nevada, Placer, Sacramento, Solano, Sutter and Yolo counties

Sutter Medical Group**
El Dorado, Nevada, Placer, Sacramento, Solano, Sutter and Yolo counties

Sutter Medical Group – Solano**
El Dorado, Nevada, Placer, Sacramento, Solano, Sutter and Yolo counties

* Select providers may offer MHO

** Sutter and select community providers offer MHO



Accessing Care



Care Centers

In many communities, you may have access to multispecialty outpatient care centers that provide a wide variety of services in one convenient location, including primary and specialty care, lab and X-ray.



Video Visits

You have flexible options for video visits through MHO for most of your healthcare needs.

- **24/7 On-Demand With a Sutter Clinician (no appointment needed)**

Start a video visit right away with the next available Sutter clinician, available for members age 18 months and older.

- **Schedule With Your PCP¹**

Available for members age 3 months and older.

- **Book With a Sutter Clinician**

Available for members age 18 months and older.

For more information, visit sutterhealth.org/video-visits.



Sutter Walk-In Care

In the Greater Sacramento Area, members 18 months and older have access to Sutter Walk-In Care for simple, everyday health needs.

For a list of Sutter Walk-In Care locations, visit sutterhealthplan.org/walk-in.



Urgent Care

For same-day care that's not an emergency, urgent care² is available for mild to moderate illnesses and injuries that require immediate attention.

For a list of urgent care centers near you, visit sutterhealthplan.org/urgent.



Hospital Care

You have access to a network of hospitals that provide advanced, comprehensive care, including 24/7 emergency care³, acute care, specialized programs, and outpatient services⁴.

For a list of urgent care centers near you, visit sutterhealthplan.org/find-location.

¹ You can log in to your MHO account to see if your PCP offers video visits. If your provider doesn't participate in MHO or you're a new patient, you can contact your PCP's office for video visit options.

² Coverage includes urgent care services at in-network facilities while in the Sutter Health Plan service area. Coverage also includes urgent care services at any facility when outside of the Sutter Health Plan service area.

³ Coverage includes worldwide emergency care.

⁴ For nonemergency care, you can access hospital services with a referral or prior authorization through your PCP or specialist.

Alternate Geographic Access Standards

The Sutter Health Plan service area includes 16 counties.

Many providers are concentrated in the more populous areas of the counties. Members residing in the following ZIP codes may need to travel to access a participating PCP and nonemergency hospital services.

PCPs and Hospitals

Within 15–30 miles

Contra Costa County:

- 94518 – Concord (Hospital) 16 Miles
- 94523 – Pleasant Hill (Hospital) 19 Miles
- 94597 – Walnut Creek (Hospital) 16 Miles

El Dorado County:

- 95762 – El Dorado Hills (Hospital) 24 Miles

Sacramento County:

- 95615 – Courtland (Hospital) 28 Miles
- 95624 – Elk Grove (Hospital) 19 Miles
- 95638 – Herald (PCP) 25 Miles
- 95639 – Hood (Hospital) 18 Miles
- 95641 – Isleton (Hospital) 28 Miles
- 95680 – Ryde (Hospital) 27 Miles
- 95683 – Sloughhouse (Hospital) 28 Miles
- 95693 – Wilton (Hospital) 29 Miles
- 95757 – Elk Grove (Hospital) 20 Miles
- 95759 – Elk Grove (Hospital) 18 Miles
- 95829 – Sacramento (Hospital) 19 Miles

San Joaquin County:

- 95215 – Stockton (Hospital) 18 Miles
- 95219 – Stockton (Hospital) 19 Miles
- 95220 – Acampo (Hospital) 26 Miles
- 95227 – Clements (Hospital) 27 Miles
- 95236 – Linden (Hospital) 28 Miles
- 95237 – Lockford (Hospital) 24 Miles
- 95240 – Lodi (Hospital) 22 Miles
- 95242 – Lodi (Hospital) 22 Miles
- 95253 – Victor (Hospital) 18 Miles
- 95336 – Manteca (Hospital) 20 Miles
- 95337 – Manteca (Hospital) 19 Miles
- 95366 – Ripon (Hospital) 19 Miles
- 95686 – Thornton (Hospital) 25 Miles
- 95690 – Walnut Grove (Hospital) 26 Miles

San Mateo County:

- 94021 – Loma Mar (Hospital) 25 Miles
- 94060 – Pescadero (Hospital) 29 Miles
- 94060 – Pescadero (PCP) 29 Miles

Santa Clara County:

- 94550 – Livermore (PCP) 23 miles
- 95035 – Milpitas (Hospital) 19 miles
- 95127 – San Jose (Hospital) 19 miles
- 95132 – San Jose S (Hospital) 20 miles
- 95140 – Mountain View (Hospital) 29 miles
- 95148 – San Jose (Hospital) 18 miles
- 95135 – San Jose (Hospital) 21 Miles

Santa Cruz County:

- 94060 – Pescadero (Hospital) 21 Miles
- 95005 – Ben Lomond (Hospital) 18 Miles
- 95006 – Boulder Creek (PCP) 23 Miles
- 95060 – Santa Cruz (PCP) 17 Miles
- 95060 – Santa Cruz (Hospital) 22 Miles

Solano County:

- 94533 – Fairfield (Hospital) 27 Miles
- 94534 – Fairfield (Hospital) 23 Miles
- 94535 – Travis AFB (Hospital) 27 Miles
- 94571 – Rio Vista (Hospital) 22 Miles
- 94585 – Suisun City (Hospital) 25 Miles
- 95625 – Elmira (Hospital) 23 Miles
- 95687 – Vacaville (Hospital) 28 Miles
- 95688 – Vacaville (Hospital) 28 Miles
- 95690 – Walnut Grove (Hospital) 28 Miles
- 95694 – Winters (Hospital) 21 Miles
- 95696 – Vacaville (Hospital) 27 Miles

Sonoma County:

- 94931 – Cotati (Hospital) 17 Miles
- 94952 – Petaluma (Hospital) 23 Miles
- 94954 – Petaluma (Hospital) 19 Miles
- 94972 – Valley Ford (Hospital) 24 Miles
- 94975 – Petaluma (Hospital) 19 Miles
- 94999 – Petaluma (Hospital) 18 Miles
- 95404 – Santa Rosa (Hospital) 18 Miles
- 95442 – Glen Ellen (Hospital) 25 Miles
- 95448 – Healdsburg (Hospital) 26 Miles

Stanislaus County:

- 95313 – Crows Landing (Hospital) 26 Miles
- 95316 – Denair (Hospital) 26 Miles
- 95323 – Hickman (Hospital) 28 Miles
- 95329 – La Grange (Hospital) 30 Miles
- 95360 – Newman (Hospital) 30 Miles
- 95361 – Oakdale (Hospital) 26 Miles
- 95380 – Turlock (Hospital) 25 Miles
- 95381 – Turlock (Hospital) 20 Miles
- 95382 – Turlock (Hospital) 21 Miles
- 95386 – Waterford (Hospital) 24 Miles
- 95387 – Westley (Hospital) 22 Miles

Sutter County:

- 95659 – Nicolaus (Hospital) 27 Miles

Yolo County:

- 95612 – Clarksburg (Hospital) 25 Miles
- 95627 – Esparto (Hospital) 29 Miles
- 95645 – Knights Landing (Hospital) 29 Miles
- 95653 – Madison (Hospital) 24 Miles

Greater than 30 miles

El Dorado County:

- 95682 – Shingle Springs (Hospital) 34 Miles

Sacramento County:

- 95632 – Galt (Hospital) 31 Miles
- 95638 – Herald (Hospital) 36 Miles
- 95690 – Walnut Grove (Hospital) 32 Miles

San Joaquin County:

- 95632 – Galt (Hospital) 32 Miles

Sonoma County:

- 95421 – Cazadero (Hospital) 38 Miles
- 95425 – Cloverdale (Hospital) 40 Miles
- 95441 – Geyserville (Hospital) 39 Miles
- 95450 – Jenner (PCP) 33 Miles
- 95450 – Jenner (Hospital) 44 Miles

Stanislaus County:

- 95230 – Farmington (Hospital) 31 Miles
- 95322 – Gustine (Hospital) 34 Miles
- 95327 – Jamestown (PCP) 40 Miles
- 95327 – Jamestown (Hospital) 51 Miles
- 95363 – Patterson (Hospital) 32 Miles

Sutter County:

- 95645 – Knights Landing (Hospital) 33 Miles

Yolo County:

- 95606 – Brooks (PCP) 41 Miles
- 95606 – Brooks (Hospital) 49 Miles
- 95607 – Capay (Hospital) 33 Miles
- 95637 – Guinda (PCP) 34 Miles
- 95637 – Guinda (Hospital) 42 Miles
- 95679 – Rumsey (PCP) 42 Miles
- 95679 – Rumsey (Hospital) 49 Miles
- 95698 – Zamora (Hospital) 31 Miles
- 95937 – Dunnigan (PCP) 36 Miles
- 95937 – Dunnigan (Hospital) 44 Miles

Frequently Asked Member Questions

When will I receive my Sutter Health Plan member ID card and what information does the card include? Will dependents receive their own ID cards?

Sutter Health Plan mails member ID cards for each covered member a few days after the member is enrolled in Sutter Health Plan. Your PCP and medical group are identified on the ID card. The card also includes important contact information for you and your providers. You should always present your ID card when seeking medical care or filling prescriptions. If you're new to Sutter Health Plan, in addition to your member ID cards, we will also send you welcome materials containing information and resources to help you navigate your healthcare.

Where can I find more information about Sutter Health Plan?

Visit sutterhealthplan.org or visit the following webpages for helpful information:

- Find providers, their bios and more: sutterhealthplan.org/find-provider
- Find information about nearby facilities: sutterhealthplan.org/find-location
- Pharmacy benefits information: sutterhealthplan.org/pharmacy
- Health Coaching Program, tip sheets and more: sutterhealthplan.org/wellness
- BCM, EOC, SBC: sutterhealthplan.org/forms
- Grievance Form and instructions: sutterhealthplan.org/forms

Do I need to choose a PCP?

Yes. As a new Sutter Health Plan member, you must select a PCP or we will assign one to you. When you choose a PCP, you're also selecting their medical group. A PCP provides most of your primary healthcare and coordinates care from other providers. A PCP refers you as needed to providers for specialty care, X-ray, laboratory or other medical services.

How do I find a PCP?

You can find a PCP by visiting the Find a Provider tool on our website at sutterhealthplan.org/find-provider.

What if I want to change my PCP later?

You can change your PCP by calling Customer Service at **855-315-5800** or through the Member Portal at shplan.org/memberportal.

How can I find out if my current Sutter provider is included in the Sutter Health Plan network?

Visit sutterhealthplan.org/find-provider to see if your current or preferred doctor (PCP or specialist) is included in the Sutter Health Plan provider network.

I'm new to Sutter Health Plan. Can I keep my current PCP?

You can keep your current PCP if they are a Sutter Health Plan participating provider. You must select the provider as your PCP by entering the provider's name and Sutter Health Plan provider ID number on the enrollment form and check the box that indicates that you're a current patient.

I'm new to Sutter Health Plan. Can I keep my current specialist?

You can keep your specialist if they are a Sutter Health Plan participating provider and within the same medical group as your PCP. If you know that you need specialty care and have a specific Sutter Health Plan network specialist in mind, you need to select a PCP that is in the same medical group as the specialist.

Check the Find a Provider tool at sutterhealthplan.org/find-provider to see which medical group the specialist is in. Make sure you choose a PCP within that same medical group. You need to ask your new PCP for a referral to the specialist.

In certain situations, a specialist in the Sutter Health Plan network that is outside your medical group may also be available by referral.

Are all Sutter providers included in the Sutter Health Plan network?

No. Sutter Health Plan has a service area in which it offers healthcare coverage. Not all Sutter hospitals, physician organizations and other healthcare services are in the Sutter Health Plan service area or network. To view all providers in the service area, please visit: sutterhealthplan.org/find-provider and to view all facilities, please visit: sutterhealthplan.org/find-location.

Can I go to a non-participating provider?

Sutter Health Plan does not cover care provided by non-participating providers unless your medical group provides a referral and prior authorization. Sutter Health Plan covers out-of-area urgent and emergency care.

What if I need to see a specialist?

Visits to a specialist require a referral from your PCP and prior authorization from your medical group. Your PCP will make referrals to specialists within the same medical group. If you need specialty care and have a specific specialist in mind, make sure you first select a PCP that is in the same medical group as the specialist you want to see. You can check which medical group they are in by using the Find a Provider tool at sutterhealthplan.org/find-provider.

How can I check to see if my current prescription drugs are covered?

Check the Sutter Health Plan Formulary at sutterhealthplan.org/pharmacy.

Where can I get my annual flu shot?

You can get flu shots at Sutter Walk-In Care, a Flu Vaccine Clinic, network pharmacy or at your PCP's office. The flu shot is covered at no cost, but an office visit copay may still apply.

What is the Sutter Health Plan service area?

You can view the full Sutter Health Plan service area on page 10, or visit sutterhealthplan.org/about-us/service-area.

If I live outside of the service area can I still enroll in Sutter Health Plan?

If you are enrolling in an individual and family plan, you must live or reside in the Sutter Health Plan service area to be eligible for coverage. If you are enrolling through your employer, you must live, reside or physically work in the Sutter Health Plan service area to qualify for coverage.

My dependent lives outside of the service area. How can they get medical services?

While Sutter Health Plan covers urgent and emergency care outside the service area, your dependent must choose a PCP within the service area. This PCP will provide routine care and coordinate specialty services. Please note that all routine and follow-up care must be received from the PCP and their assigned medical group within the service area.

How will Sutter Health Plan network providers obtain my previous medical records?

If your former medical group is Kaiser Permanente, UC Davis Medical Group, UCSF Health or Stanford Health Care, your new Sutter Health Plan provider may have electronic access to some or all of your medical records. If you request records from your former physician for personal use, you may be charged a fee.

If your former PCP is with Sutter Independent Physicians, Brown & Toland Physicians, or another medical group, you may need to send a Medical Records Request Form to your former physician to release your records. Talk to your new Sutter Health Plan provider about the process of requesting medical records.

Glossary

Annual Out-of-Pocket Maximum (OOPM): The annual OOPM is the maximum amount you could be responsible for in one year (some exceptions may apply, please refer to the EOC). Each family member has an annual OOPM; you will see this listed in your SBC. If you are a member in a family of two or more members, you reach the annual OOPM either when you meet the maximum for any one member, or when your family reaches the family maximum.

Coinsurance: The percent of the cost of a covered service you must pay. If your plan includes coinsurance, you will see the percent you are responsible for listed in your SBC.

Copayment (copay): The specific dollar amount you pay each time you see a participating provider or receive certain covered services. Copayments may vary depending on the covered service.

Deductible: The amount you must pay each year to providers before Sutter Health Plan starts to pay part of the costs for certain covered services. If you are a member in a family of two or more members, you are only responsible for the individual family member deductible. Once the family deductible is satisfied by any combination of individual member payments, family members continue to pay copayments or coinsurance until the family OOPM is reached. If enrolled in a self-only plan, you are responsible for the self-only deductible.

Evidence of Coverage and Disclosure Form (EOC): The document that describes how, when and where a member can access covered healthcare services. In addition, it describes the limitations and exclusions provided for under the plan, how a member can file a complaint or grievance with the plan, as well as other important features about the plan.

Formulary: The complete list of self-administered, FDA-approved outpatient prescription drugs evaluated by the Sutter Health Plan Pharmacy and Therapeutics Committee for use and eligible for coverage under the Sutter Health Plan health plan. A formulary is also known as a prescription drug list.

Health Maintenance Organization (HMO): With an HMO your PCP provides most of your healthcare and coordinates care you need from other providers. HMO plans typically have lower monthly premiums and copays or coinsurance than Preferred Provider Organizations (PPOs).

Health Plan Benefits and Coverage Matrix (BCM):

The disclosure form that provides details regarding copayments, coinsurance, deductible and out-of-pocket maximum amounts that apply to many covered services. The BCM also includes information related to additional provisions of the benefits offered by Sutter Health Plan.

High Deductible Health Plan (HDHP): A medical plan with a lower premium and a higher deductible than a traditional HMO plan. Until a member meets the deductible, they will pay 100% of the out-of-pocket cost for the covered services (except preventive care) they receive. Once deductibles are met, all covered services are covered at the applicable cost share amount until the OOPM is met. The payments for covered services accumulate toward the annual OOPM. All nonpreventive covered services in an HDHP accrue toward the deductible until it's been met. Please note, if your plan includes any optional benefits, the cost sharing does not apply toward your deductible or annual OOPM unless otherwise stated.

Medical Group: A group of physicians and other providers who do business together and who provide or arrange for covered services.

Premium: The dollar amount due to Sutter Health Plan each month for healthcare coverage. In most cases, your employer pays part of the premium and you pay the rest, usually in the form of payroll deduction.

Summary of Benefits and Coverage (SBC): A summary that lists clear comparisons of costs and coverage between health plans. People can compare options based on price, benefits and other features that may be important to them. Members get the SBC when they shop for coverage on their own or through their employer, renew or change coverage, or request an SBC from the health plan.



To see our full glossary, visit sutterhealthplan.org/glossary.



Customer Service **855-315-5800**
Visit **[sutterhealthplan.org](https://www.sutterhealthplan.org)**