



# 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

### Member Services

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 [sutterhealthplus.org](https://sutterhealthplus.org)



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## About Sutter Health Plus

Sutter Health Plus, a local HMO, offers health plans that gives members access to a network of high-quality healthcare providers, including many of Sutter Health's hospitals, doctors and healthcare services. Sutter Health doctors and clinicians work together to offer you easily accessible and personalized care.

We offer traditional and deductible plan designs, including high deductible health plans that are compatible with health savings accounts.

### Our affordably priced health plans give you and your family access to:

- A network of high-quality local 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) to book a video visit, make an appointment, view test results and more\*



### Did You Know?

Sutter Health Plus Member Services is available to 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.

\* 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.

# Three Simple Steps To Enroll

## 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 Plus, you and each of your covered family members select a primary care physician (PCP). Your PCP is your healthcare advocate — providing and coordinating most of your care. Members can choose from four different types of PCPs. Once you select a PCP, list the Sutter Health Plus Provider ID number and the provider's name on your enrollment form.

### 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 Sutter PCP also participates in the Sutter Health Plus network, you don't need to change PCPs — even if the practice is closed to new patients. Simply include the Sutter Health Plus Provider ID number (available in the Provider Locator and provider directory) and check that you're a current patient on your enrollment form.

## 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 Member Services at **855-315-5800** or visit **[sutterhealthplus.org](https://sutterhealthplus.org)**.

\* See our Glossary on page 16.

**Provider Locator**

The Sutter Health Plus network is available to our members for all plans and products offered by Sutter Health Plus.

Provider Locator information updated as of 03/04/2024.

Physician
  Other Medical Professional
  Facility

Location:

Distance:

Primary Care Specialties: (Control click for multiselect)

- No Preference
- All Specialties
- Family Medicine
- Internal Medicine
- Obstetrics and Gynecology
- Pediatrics

All Specialties:

Medical Group Affiliation:

Hospital Affiliation:

Languages Spoken: (In addition to English)

Practitioner Gender:

Last Name:

Accepting new patients

**SEARCH DOCTORS**

## Need Help Finding a PCP?

- Go to [sutterhealthplus.org/providersearch](https://sutterhealthplus.org/providersearch).
- Enter the ZIP code of the area you would like to search and the mile radius.
- Within the primary care specialties category, select the type of PCP you want.
- Check the box “Accepting new patients”.
- Narrow search results by specialty, medical group or other criteria.
- Or, search for a specific doctor by last name.

Our Provider Locator is an easy-to-use tool that helps you search for doctors, specialists, hospitals, Sutter Walk-In Care, urgent care centers and more.

## Accessing Care

When you choose your PCP, you're also choosing their affiliated medical group and care team. Your PCP will refer you, as needed, for specialty care, X-ray, laboratory and other services. Many covered services — including visits to a specialist — require a referral and prior authorization from your medical group. Your PCP will refer you in-network for most services. If in-network services aren't available, your PCP will refer you for out-of-network services and will request authorizations when necessary.

### Examples of services your PCP may refer you to include:

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

### Examples of 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 U.S. Behavioral Health Plan, California
- ✓ Sutter Walk-In Care

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

# Pharmacy Benefits



Sutter Health Plus 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 — CVS Pharmacy, Costco, Raley's, Safeway, Walgreens and WalMart, to name a few. 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

Specialty drugs must be filled through CVS Specialty®, the CVS Caremark specialty pharmacy. CVS Specialty will ship your specialty drugs to your home at no cost to you.\*

## CVS Caremark Guest Website

[info.caremark.com/oe/sutterhealthplus](http://info.caremark.com/oe/sutterhealthplus)

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 Plus Formulary

\* Certain benefit limitations apply.

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

## U.S. Behavioral Health Plan, California (USBHPC)

liveandworkwell.com — access code: Sutter

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

You also have access to Self Care by AbleTo for on-demand mental wellness support, self-care techniques, coping tools, meditations and more — anytime, anywhere. Completely confidential, AbleTo is available online and via mobile app at no extra cost as part of your behavioral health benefits through USBHPC, a subsidiary of Optum.

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**Sutter Health Plus 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 acupuncture or chiropractic (or both) benefits. Members do not need a referral and can search for providers directly through OptumHealth Physical Health.

## 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 Plus 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 Plus 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.

You have access to a variety of programs designed to help you and your family maintain healthy lifestyles.

## Health and Wellness Site

Our Health and Wellness site is designed with your physical and mental health in mind. The site provides health-related tools and resources to help you achieve your personal health and wellness goals.

Start your wellness journey with a comprehensive personal health assessment. You complete the confidential, easy-to-use questionnaire about your health history and lifestyle behaviors. The system then analyzes your answers to develop your customized risk report of your current health status. You can also generate a provider version of your results to print and bring to your doctor appointments if you want to discuss any concerns.

You can use any of the 13 available Action Plan modules, such as Healthy Eating, Stress Management and Heart Disease Prevention, to take small steps toward your health and wellness goals. The site also offers access to a Health Library featuring Learning Centers, a Video Library, a Symptom Checker and more.

You can easily access the Health and Wellness site through your secure Sutter Health Plus Member Portal account at [shplus.org/memberportal](https://shplus.org/memberportal). Select the Health and Wellness link in the Quick Access toolbar on the homepage. You will be automatically redirected and signed into the Health and Wellness site.

## Sutter Health Care Management Program

### Health Coaching Program

You have access to the Health Coaching Program to help with healthy weight, tobacco cessation and stress management — all at no cost to you. This program combines personal life coaching with personal accountability as a way of engaging you in effectively managing your health condition or achieving wellness goals. You will work one-on-one with a coach to uncover barriers to self-management, link behaviors to personal values, and set goals to make healthier lifestyle choices.

Participation is easy. Coaching appointments are by telephone and the first call lasts no more than 20 minutes. You and your coach decide how to work together to address your needs, concerns and preferences.

### Complex Case Management

You are eligible for the Complex Case Management (CCM) program if you have chronic conditions or multiple health problems. The CCM team of registered nurse case managers, social workers, clinical pharmacists and healthcare coordinators can assist you with coordinating care with your providers and understanding your prescription drugs.

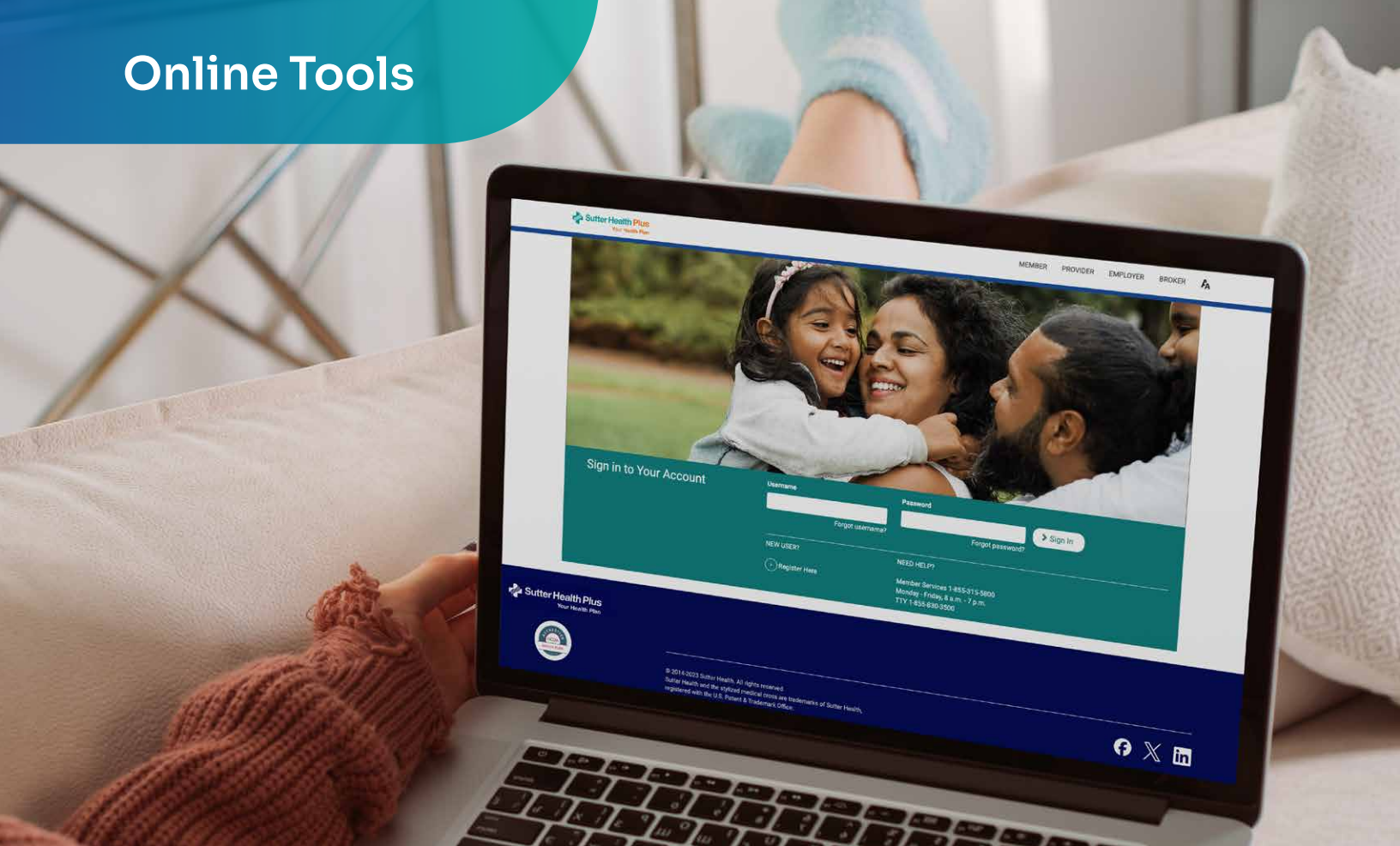
To enroll or find out more, call the Sutter Health Care Management program at **844-987-6095** or your assigned medical group (as shown on your member ID card).



### Online Health and Wellness Resources

The Sutter Health Plus website offers health and wellness resources, including access to live and recorded webinars, tip sheets, health maintenance guidelines and more. Resources are available at [sutterhealthplus.org/wellness](https://sutterhealthplus.org/wellness).





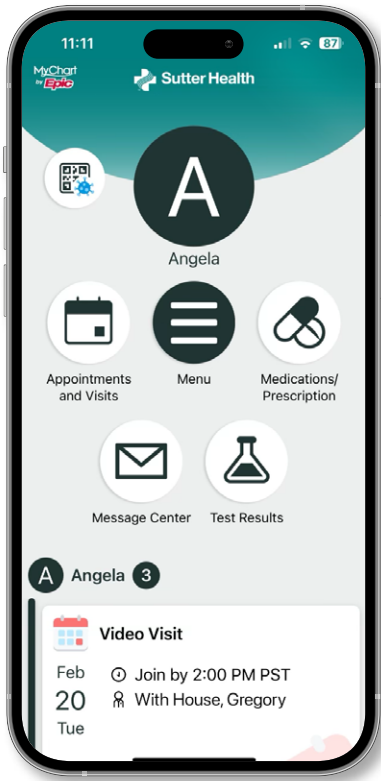
## Member Portal

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 PCP
- ✓ Request or print member ID cards
- ✓ Check your eligibility, benefits, cost sharing and claims information
- ✓ View, save and print a summary of individual and family deductibles and out-of-pocket maximum (OOPM) balances
  - Receive monthly statements with balance details; you can also use the Member Portal to opt out of receiving these statements
- ✓ View correspondence
- ✓ 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 elected
- ✓ Navigate to the Health and Wellness site
- ✓ Find Sutter Health Plus forms and resources



To register for an account, visit [shplus.org/memberportal](https://shplus.org/memberportal).



## My Health Online

[mho.sutterhealth.org](https://mho.sutterhealth.org)

As a Sutter Health Plus 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:

- ✓ Book a video visit
- ✓ Message your care team
- ✓ Make an appointment
- ✓ Sign up for text reminders
- ✓ Sign up for Fast Pass
- ✓ Renew prescriptions
- ✓ 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 Plus Member Portal

### Text Reminders, Fast Pass and Contactless Check-In

You can set a communication preference to receive automated appointment reminders. This service allows you to either confirm your appointment or acknowledge in advance if you need to reschedule. Additionally, with Fast Pass, you may receive earlier appointment opportunities by SMS text message. With contactless check-in, you may be able to skip the front desk with participating Sutter clinicians by completing the eZ arrival in the MHO app.

### 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.

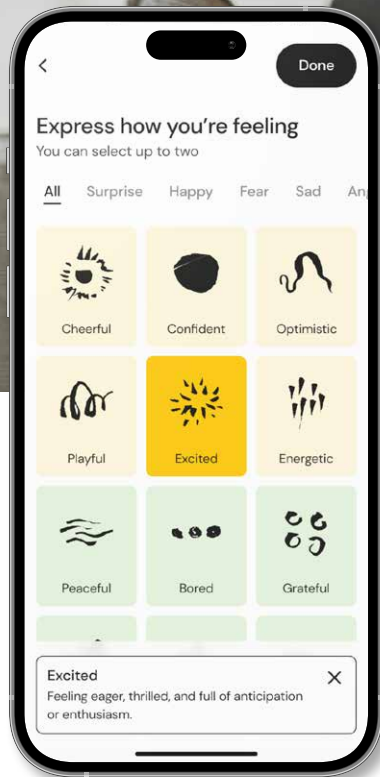
**Care Companion for New Babies** provides timely tips for parents navigating life with a newborn, including breastfeeding and immunizations. Babies are automatically enrolled when discharged from a Sutter hospital or after their first Sutter appointment is scheduled.

For more information, please visit [sutterhealth.org/care-companion](https://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.

The My Health Online App is powered by MyChart® licensed from Epic Systems Corporation, ©1999–2024.

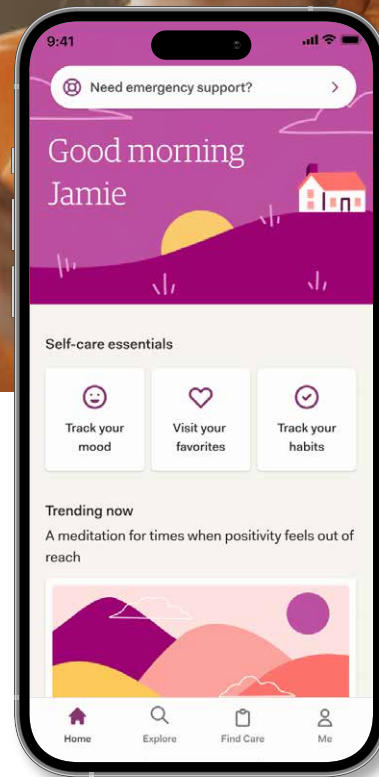
# Mental Wellness Tools



## Scout by Sutter Health

For ages 13–22

Sutter Health Plus members have access to Scout at no cost. Scout is a personalized digital program that helps 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.



## Self Care by AbleTo

For ages 13\* and older

You also have access to Self Care by AbleTo for on-demand mental wellness support, self-care techniques, coping tools, meditations and more for members ages 13 and older. Completely confidential, AbleTo is available online and via mobile app at no extra cost as part of your behavioral health benefits through USBHPC, a subsidiary of Optum.

For more information, visit [ableto.com/begin](https://ableto.com/begin).

\* Members must be age 18 or older to access the eight-week therapy program offered by AbleTo.

# The Sutter Health Plus Network

With the Sutter Health Plus 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, Sutter Walk-In Care, urgent care, hospitals and other healthcare services. For the most up-to-date information about all providers and facilities in the service area, please visit [sutterhealthplus.org/providersearch](http://sutterhealthplus.org/providersearch).



# 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 Ramon Regional Medical Center**

### 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. Your PCP refers you, as needed, for specialty care, X-ray, laboratory and other services. 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, San Mateo, Santa Clara and Santa Cruz counties

### Brown & Toland Physicians\*†

San Francisco County

### 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 My Health Online (MHO)

\*\* Sutter and select community providers offer MHO

† Specialist physician services only. These physicians may be available by referral from your PCP and authorization from your medical group.

# Accessing Care



## Care Centers

In many communities, you may have access to multispecialty outpatient care centers that provide a wide variety of services — all under one roof. Services available may include **primary care, specialty care, lab and X-ray.**



## Video Visits

You have access to video visits through your MHO account.

- **With a PCP**  
Video visits with a PCP<sup>1</sup> are available to members age 3 months and older. Check with your PCP on availability and hours.
- **With a Sutter Clinician**  
All members age 18 months and older have access to video visits daily with a clinician at Sutter.

For more information, visit [sutterhealth.org/video-visits](https://sutterhealth.org/video-visits).



## Sutter Walk-In Care

In select areas, you have access to Sutter Walk-In Care for everyday health needs:

- Colds, flu and strep throat
- Allergies, ear and sinus infections
- Sprains and strains
- Flu shots and other immunizations

For a list of Sutter Walk-In Care locations near you, visit [sutterhealthplus.org/walk-in](https://sutterhealthplus.org/walk-in).



## Urgent Care

You have convenient access to urgent care services<sup>2</sup>, offering timely care for unforeseen illnesses or injuries requiring immediate attention, including:

- Mild to moderate asthma attacks
- Moderate injuries such as burns or breaks

For a list of urgent care centers near you, visit [sutterhealthplus.org/urgent](https://sutterhealthplus.org/urgent).



## Hospital Care

You have access to a comprehensive network of hospitals providing 24/7 emergency care<sup>3</sup> and a variety of outpatient and acute care services,<sup>4</sup> including:

- Cancer
- Cardiology
- Neonatal
- Neurosurgery
- Orthopedic
- Rehabilitation
- Surgical
- Trauma
- Women's and children's

For a list of hospitals near you, visit [sutterhealthplus.org/providersearch](https://sutterhealthplus.org/providersearch).

<sup>1</sup> 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.

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

<sup>3</sup> Coverage includes worldwide emergency care.

<sup>4</sup> 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 Plus 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 non-emergency 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
- 95690 – Walnut Grove (Hospital) 26 Miles
- 95868 – Thornton (Hospital) 25 Miles

#### San Mateo County:

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

#### Santa Clara County:

- 95035 – Milpitas (Hospital) 19 Miles
- 95127 – Los Gatos (Hospital) 19 Miles
- 95132 – Mountain View (Hospital) 20 Miles
- 95135 – San Jose (Hospital) 21 Miles
- 95140 – Mountain View (Hospital) 29 Miles
- 95148 – Los Gatos (Hospital) 18 Miles

#### Santa Cruz County:

- 94060 – Pescadero (Hospital) 21 Miles
- 95005 – Ben Lomond (Hospital) 18 Miles
- 95060 – Santa Cruz (PCP) 17 Miles
- 95060 – Santa Cruz (Hospital) 22 Miles
- 96006 – Boulder Creek (PCP) 23 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 Plus member ID card and what information does the card contain? Will dependents receive their own ID cards?

Sutter Health Plus mails member ID cards for each covered member a few days after the member is enrolled in Sutter Health Plus. 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 Plus, we will also send you a Welcome Book containing information and resources to help you navigate your healthcare.

## Where can I find more information about Sutter Health Plus?

Visit [sutterhealthplus.org](https://sutterhealthplus.org) or visit the following webpages for helpful information:

- Network doctors, hospitals, urgent care, walk-in care and other services: [sutterhealthplus.org/providersearch](https://sutterhealthplus.org/providersearch)
- Pharmacy benefits information: [sutterhealthplus.org/pharmacy](https://sutterhealthplus.org/pharmacy)
- Health Coaching Program, tip sheets and more: [sutterhealthplus.org/wellness](https://sutterhealthplus.org/wellness)
- BCM, EOC, SBC: [sutterhealthplus.org/forms](https://sutterhealthplus.org/forms)
- Grievance Form and instructions: [sutterhealthplus.org/forms](https://sutterhealthplus.org/forms)

## Do I need to choose a PCP?

Yes. As a new Sutter Health Plus 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 Provider Locator tool on our website at [sutterhealthplus.org/providersearch](https://sutterhealthplus.org/providersearch).

## What if I want to change my PCP later?

You can change your PCP by calling Member Services at **855-315-5800** or through the Member Portal at [shplus.org/memberportal](https://shplus.org/memberportal).

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

Visit [sutterhealthplus.org/providersearch](https://sutterhealthplus.org/providersearch) to see if your current or preferred doctor (PCP or specialist) is included in the Sutter Health Plus provider network.

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

You can keep your current PCP if they are a Sutter Health Plus participating provider. You must select the provider as your PCP by entering the provider's name and Sutter Health Plus 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 Plus. Can I keep my current specialist?

You can keep your specialist if they are a Sutter Health Plus 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 Plus network specialist in mind, you need to select a PCP that is in the same medical group as the specialist.

Check the Provider Locator tool at [sutterhealthplus.org/providersearch](https://sutterhealthplus.org/providersearch) 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 Plus network that is outside your medical group may also be available by referral.

## Are all Sutter providers included in the Sutter Health Plus network?

No. Sutter Health Plus 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 Plus service area or network. Visit [sutterhealthplus.org/providersearch](https://sutterhealthplus.org/providersearch) for a list of participating providers and locations.



## **Can I go to a nonparticipating provider?**

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

## **What if I need to see a specialist?**

Many covered services, including 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 Provider Locator tool.

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

Check the Sutter Health Plus Formulary at [sutterhealthplus.org/pharmacy](https://sutterhealthplus.org/pharmacy) to see if the prescription drugs are listed.

## **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 Plus service area?**

You can view the full Sutter Health Plus service area on page 10, or visit [sutterhealthplus.org/network](https://sutterhealthplus.org/network).

## **If I live outside of the service area can I still enroll in Sutter Health Plus?**

If you are enrolling in an individual and family plan, you must live or reside in the Sutter Health Plus 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 Plus service area to qualify for coverage.

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

Your dependent must select a PCP within the Sutter Health Plus service area who will provide primary care and coordinate care from other providers. While Sutter Health Plus covers out-of-area urgent and emergency care, your dependent must receive all routine and follow-up care from their PCP and assigned medical group within the service area.

## **How will Sutter Health Plus 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 Plus 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 Plus 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 Plus 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 Plus Pharmacy and Therapeutics Committee for use and eligible for coverage under the Sutter Health Plus 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 Plus.

**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 percent 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 Plus 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 [sutterhealthplus.org/glossary](https://sutterhealthplus.org/glossary).



Member Services **855-315-5800**  
Visit **[sutterhealthplus.org](https://sutterhealthplus.org)**