

The King's Academy

Sutter Health Plus
Member Services 855-315-5800

Our History



CPMC Davies Campus
formerly German Hospital, 1878



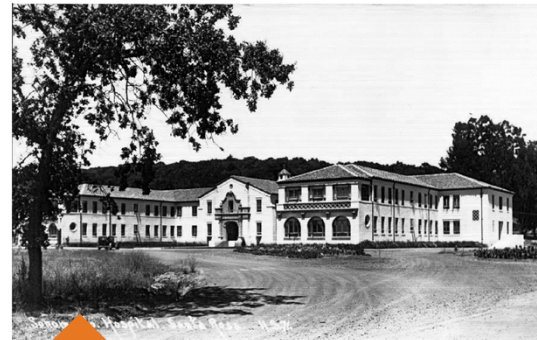
Alta Bates
formerly Alta Bates Sanitarium, 1905



Sutter Medical Center, Sacramento
formerly Sutter Hospital, 1923



Mills-Peninsula Medical Center
*formerly Church of St. Matthew
Red Cross Guild, 1908*



Sutter Santa Rosa Hospital
*formerly a small community hospital, 1937
(founded 1867)*

Benefit Options

Annual Out-of-Pocket Maximum	ML20 \$20-500/10%	HD01 HDHP \$20/\$1500
Single / Individual	\$3000	\$3000
Family	\$6000	\$6000
Deductible		
Single / Individual	\$500	\$1500*
Family	\$1000	\$2600/ \$3000*
Professional Services		
Primary care office visit / specialty office visit	\$20 copay per visit	\$20 After Ded.*
Diagnostic and therapeutic X-rays and imaging	\$10 copay per visit	\$10 After Ded.*
Imaging (CT/PET scans, MRIs)	\$50 copay per procedure	\$50 After Ded.*
Laboratory tests (non-preventive)	\$20 copay per visit	\$20 After Ded.*

Benefit Options *Continued*

Outpatient Services	ML20 \$20-500/10%	HD01 HDHP \$20/\$1500
Outpatient surgery facility fees	10% coinsurance After Ded.*	\$20 After Ded.*
Outpatient surgery (physician fee)	10% coinsurance After Ded.*	\$20 After Ded. *
Hospitalization Services		
Hospitalization facility fees	10% coinsurance After Ded.*	\$250 copay per day up to 5 days *
Emergency and Urgent Care Services		
Emergency room services	10% coinsurance After Ded.*	\$100 copay After Ded.*
Urgent care	\$20 copay per visit	\$20 copay per visit After Ded.*

Benefit Options *Continued*

Prescription Drugs at Outpatient Retail Pharmacies (per prescription up to 30-day supply)	ML20 \$20-500/10%	HD01 HDHP \$20/\$1500
Tier 1	\$10 copay	\$10 copay*
Tier 2	\$30 copay	\$30 copay*
Tier 3	\$60 copay	\$60 copay*
Tier 4	20% coinsurance	20% coinsurance*
Prescription Drugs Filled Through Mail-Order (per prescription up to 100-day supply)		
Tier 1	\$20 copay	\$20 copay*
Tier 2	\$60 copay	\$60 copay*
Tier 3	\$120 copay	\$120 copay*
Tier 4 <i>only available for up to 30-day supply</i>	20% coinsurance	20% coinsurance*

This is only a summary. In the event of any discrepancies in information, the SHP Evidence of Coverage (EOC) and incorporated Benefits and Coverage Matrix (BCM) determine coverage and costs.

What is an HMO?



Health Maintenance Organizations (HMOs) typically have lower monthly premiums and copays or coinsurance than Preferred Provider Organizations (PPOs).

With an HMO you must pick a primary care physician (PCP) who will provide most of your health care and coordinates care you need from other providers.

Sutter Health Plus Service Area



Affiliated Medical Groups

Mills-Peninsula Network
Palo Alto Foundation
Medical Group

Hospitals

Alta Bates Summit
Medical Center
• Alta Bates Campus
• Summit Campus

Eden Medical Center

El Camino Hospital
• Los Gatos Campus
• Mountain View Campus

Lucile Packard Children's
Hospital

Mills-Peninsula Medical Center
Menlo Park Surgical Hospital
Sequoia Hospital
Sutter Maternity & Surgery
Center*
ValleyCare Medical Center
Watsonville Community
Hospital*

*Pending Regulatory Approval

El Camino Hospital

2500 Grant Road
Mountain View, 94040
650-988-7800

[Map](#)

Medical Group Affiliations: Data not available
National Provider Identifier: 1093712374
Hospital Accreditation: The Joint Commission
• [Verify a hospital's accreditation status](#)
• [View quality information on a hospital](#)

El Camino Hospital Los Gatos

815 Pollard Road
Los Gatos, 95032
408-378-6131

[Map](#)

Medical Group Affiliations: Data not available
National Provider Identifier: 1417199340
Hospital Accreditation: The Joint Commission
• [Verify a hospital's accreditation status](#)
• [View quality information on a hospital](#)

Lucile Packard Children's Hospital

725 Welch Rd
Palo Alto, 94304
650-497-8000

[Map](#)

Medical Group Affiliations: Data not available
National Provider Identifier: 1770855447
Hospital Accreditation: The Joint Commission
• [Verify a hospital's accreditation status](#)
• [View quality information on a hospital](#)

Urgent Care

Urgent Care vs. Walk-In Care

At Sutter Health Plus, we want to make sure you have access to care, when and where you need it. That's why we offer different care models that extend past your primary care office. Whether you have an ear infection, a broken arm or a life-threatening emergency, we've got the care you need. And while the scope of care may overlap at these locations, we've created the general guide below to help you choose the care location that's right for you.



**SUTTER
WALK-IN CARE**



**SUTTER
URGENT CARE**



**SUTTER HEALTH
HOSPITAL/ER**



SUNBURN



**MODERATE
BURN**



**SEVERE
BURN**



**SPRAINS
& BRUISES**



**MINOR
BREAKS**



**MAJOR BREAKS
& HEAD INJURIES**

Walk-In Care

Sutter Walk-In Care



Sutter Health Plus members have access to conveniently located Walk-In Care clinics for everyday illnesses and health needs. Walk-In Care clinics offer same-day visits at the same cost to you as a primary care visit.

Every Sutter Walk-In Care is staffed by skilled clinicians who diagnose, treat, and prescribe medications for everyday illnesses. All services are overseen by a physician medical director.

SCHEDULE A VISIT NOW

Call (800) 972-5547

WALK IN OR URGENT CARE?

What's the difference? See our quick guide on when to use Walk-In Care, Urgent Care or the Emergency Department.



Locations and Scheduling

- Dublin - Opening Summer
- **El Dorado Hills** | 3919 Park Dr.
- **Elk Grove** | 4810 Elk Grove Blvd.
- **Petaluma** | 411 N. McDowell Blvd.
- **Roseville** | 4010 Foothills Blvd.
- **San Francisco** | 240 King St.
- San Jose - Opening Fall
- San Ramon - Opening Fall
- **Walnut Creek** | 2878 Ygnacio Valley Rd.

Your Trusted Partner



Your PCP

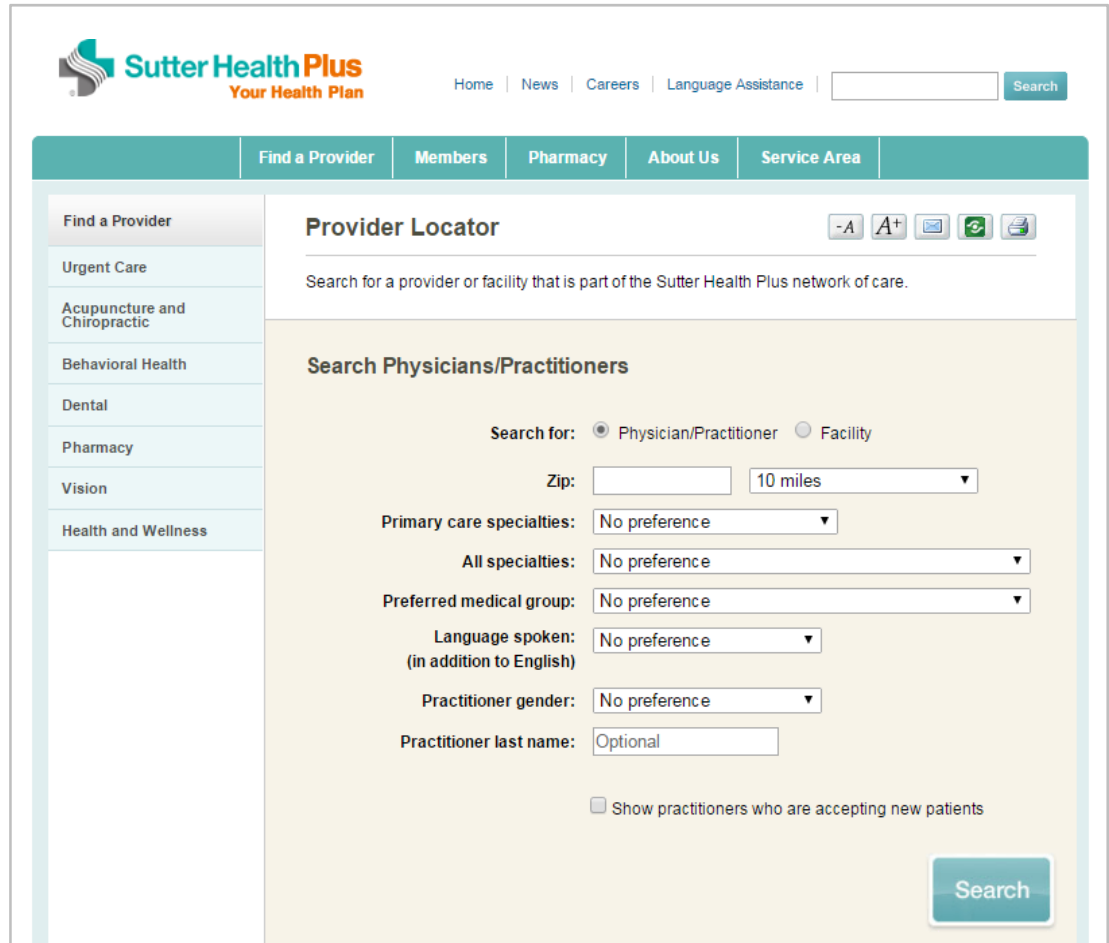
- You selected a PCP for each covered family member when you enrolled
- PCPs refer you, as needed, for specialty care, X-ray, laboratory and other medical services
- Your PCP is affiliated with a medical group and makes referrals to specialists within the same medical group

Provider Search

Find providers at sutterhealthplus.org/providersearch

Search for:

- PCPs and Specialists
- Hospitals and Urgent Care Facilities
- Acupuncture and Chiropractic Providers
- Behavioral Health Providers
- Dental Providers
- Pharmacy Benefits
- Vision Providers



The screenshot shows the Sutter Health Plus website's Provider Locator search interface. At the top, the Sutter Health Plus logo and navigation links (Home, News, Careers, Language Assistance) are visible. Below the navigation bar is a teal header with tabs for "Find a Provider", "Members", "Pharmacy", "About Us", and "Service Area". The "Find a Provider" tab is active, showing a sidebar with categories: "Find a Provider", "Urgent Care", "Acupuncture and Chiropractic", "Behavioral Health", "Dental", "Pharmacy", "Vision", and "Health and Wellness". The main content area is titled "Provider Locator" and includes a search bar with a "Search" button. Below the search bar, the text "Search for a provider or facility that is part of the Sutter Health Plus network of care." is displayed. The "Search Physicians/Practitioners" section contains several filters: "Search for:" with radio buttons for "Physician/Practitioner" (selected) and "Facility"; "Zip:" with a text input and a "10 miles" dropdown; "Primary care specialties:" with a "No preference" dropdown; "All specialties:" with a "No preference" dropdown; "Preferred medical group:" with a "No preference" dropdown; "Language spoken: (in addition to English)" with a "No preference" dropdown; "Practitioner gender:" with a "No preference" dropdown; and "Practitioner last name:" with an "Optional" text input. A checkbox for "Show practitioners who are accepting new patients" is also present. A "Search" button is located at the bottom right of the search area.

Referral and Prior Authorization

Many covered services, including visits to a specialist, require a referral or prior authorization from your medical group.

Your medical group must give you prior authorization to see a provider or obtain services and supplies from providers outside the medical group's network.



PCP requests referral
to specialist




Medical group
approves or denies
request



If approved, specialist
contacts patient to
schedule appointment

Pharmacy Locator

Click on PHARMACY hyperlink to get to the Pharmacy Locator
Search by City or Zip Code



■ Welcome

[FAQ](#)
[Glossary Of Terms](#)
[Help Desk](#)
[Generic Resource Center](#)

Drug Information

Benefit Highlights
Drug Price Check
Prior Authorization
Status
Pharmacy Locator
PersonalHealth Rx

Mail Order
Specialty Pharmacy
SHP Formulary-Aug 2017

Welcome

Welcome to the Sutter Health Plus pharmacy [benefits website](#). This site is designed as a resource for Sutter Health Plus members, providers and guests. It provides access to the Sutter Health Plus formulary, helps you find a [pharmacy](#) in the network, and lets you view sample pharmacy benefits and costs.

Sutter Health Plus Members: [Create and Log in](#) to your custom account to view pharmacy benefit information specific to you.

View Guest Member Accounts: Use the links below to guest member accounts (that do not require a login) to view sample benefits and costs by sample plans. These accounts also let you look up medications on the Sutter Health Plus electronic formulary using the Drug Price Check tool, and find a pharmacy.

Select the link below for a sample plan type that best describes your health coverage needs:

[Individual and family sample plan](#)
[Small employer group \(less than 100 employees\) sample plan](#)
[Large employer group \(more than 100 employees\) sample plan](#)
[High-deductible sample plan](#)

View the Sutter Health Plus Formulary: Visitors to this site can access the Sutter Health Plus electronic formulary without a login. Use the guest account links above and select Drug Price Check to look up medications on the SHP electronic formulary, which

https://mp.medimpact.com/mp/secure/LaunchProductFrameset.jsp - Windows Internet Exp...
Pharmacy Locator will display participating pharmacies within the specified travel radius.

Locate Pharmacies

☐ **Open 24 Hours**
Show only pharmacies that are open 24 hours a day.

Address:

City:

State:

Zip:

Show Locations Within:

Pharmacy Name:

Pharmacy Benefits

MedImpact, the largest independent privately owned pharmacy benefits management company, provides:

- A mail-order pharmacy program through Postal Prescription Services, conveniently providing a three-month supply, as your benefit plan allows, for maintenance medications
- Access to independent and chain pharmacies, including:
 - Bel Air
 - CVS Pharmacy
 - Raley's
 - Rite Aid
 - Target
 - Walgreens
 - Wal-Mart
- A specialty pharmacy program through Walgreens Specialty Pharmacy for members with complex health conditions
- A robust formulary:
 - Tier 1 – most generic medications and low-cost preferred brands are covered at lowest cost share
 - Tier 2 – preferred brand name and non-preferred generic medications are covered at second lowest cost share
 - Tier 3 – non-preferred brand name drugs are covered at the third-tier cost share level. These generally have a preferred and often less costly therapeutic alternative at a lower tier
 - Tier 4 – specialty drugs, self-administered drugs that require training or clinical monitoring, and bioengineered drugs are covered at the fourth-tier cost share level

Transferring Prescriptions



Before effective date, members should:

- Refill available prescriptions and request a written prescription

After effective date, members should:

- Refill prescriptions through MedImpact network pharmacy and consider mail order fulfillment through PPS

Pharmacies within 10 miles of Santa Cruz

HORSNYDER PHARMACY

National Provider Identifier: 1699820589 State License: PHY51860

1.14 mi. away Hours:  [Open today - 9 AM to 6 PM](#) ✓

1226 SOQUEL AVE, SANTA CRUZ, CA 95062-2108 County: SANTA CRUZ
831-423-2315 TTY: 711

SAFEWAY PHARMACY #2607

National Provider Identifier: 1174750939 State License: PHY52367

1.26 mi. away Hours:  [Open today - 9 AM to 8 PM](#) ✓

2203 MISSION ST, SANTA CRUZ, CA 95060-0000 County: SANTA CRUZ
831-420-0785 TTY: 711

SAFEWAY PHARMACY #0799

National Provider Identifier: 1710923354 State License: PHY52090

1.32 mi. away Hours:  [Open today - 9 AM to 8 PM](#) ✓ |

117 MORRISSEY BLVD, SANTA CRUZ, CA 95062-0000 County: SANTA CRUZ
831-426-8911 TTY: 711

WALGREENS

National Provider Identifier: 1033124318 State License: 52731

1.56 mi. away Hours:  [Open today - 8 AM to 9 PM](#) ✓

1718 SOQUEL AVENUE, SANTA CRUZ, CA 95062-0000 County: SANTA CRUZ
831-425-3911 TTY: 711

CVS PHARMACY

National Provider Identifier: 1013277698 State License: PHY54115

3.52 mi. away Hours:  [Open today - 10 AM to 7 PM](#) ✓

1825 41ST AVE, CAPITOLA, CA 95010-0000 County: SANTA CRUZ
831-464-8627 TTY: 711

RITE AID PHARMACY 05966

National Provider Identifier: 1801905344 State License: PHY42422

3.53 mi. away Hours:  [Open today - 9 AM to 9 PM](#) ✓

1475 41ST AVENUE, CAPITOLA, CA 95010-2908 County: SANTA CRUZ
831-476-7282 TTY: 711

LAUDEN INTEGRATIVE PHARMACY INC.

National Provider Identifier: 1710012919 State License: PHY43209

3.53 mi. away Hours:  [Open today - 9 AM to 6 PM](#) ✓

1820 41ST AVE, CAPITOLA, CA 95010-0000 County: SANTA CRUZ
831-462-9880 TTY: 711

CVS PHARMACY

National Provider Identifier: 1104860543 State License: PHY49765

3.53 mi. away Hours:  [Open today - 8 AM to 10 PM](#) ✓

1750 41ST AVE, CAPITOLA, CA 95010-0000 County: SANTA CRUZ
831-476-0400 TTY: 711

SAFEWAY PHARMACY #1929

National Provider Identifier: 1639227283 State License: PHY52366

3.62 mi. away Hours:  [Open today - 9 AM to 8 PM](#) ✓

2720 41ST AVE, SOQUEL, CA 95073-0000 County: SANTA CRUZ
831-477-7217 TTY: 711

Getting Help



Member Services can help you with any request, including questions about your coverage

Monday – Friday, 8 a.m. to 7 p.m.
855-315-5800

Or, visit sutterhealthplus.org

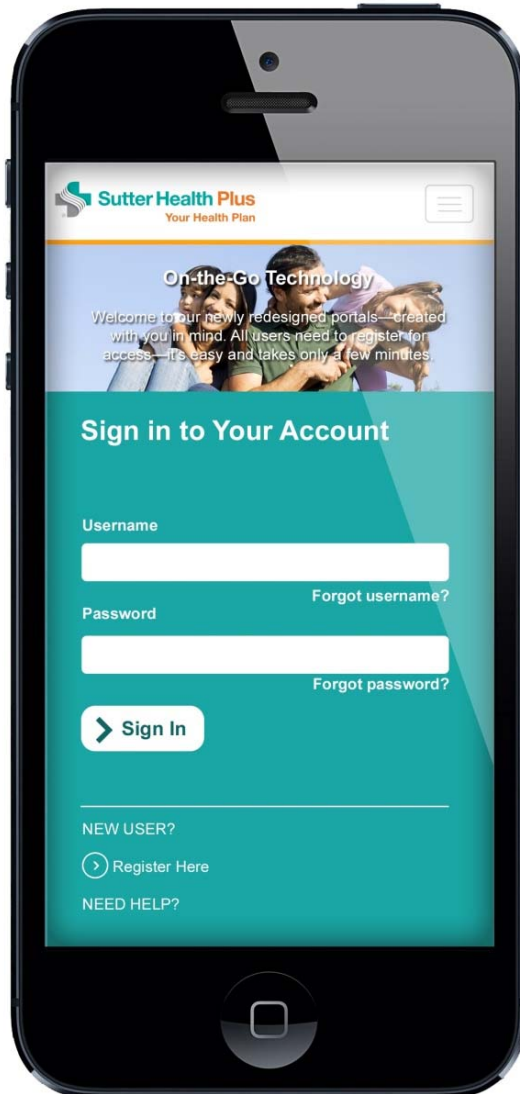
Welcoming New Members



The Sutter Health Plus Difference:

- A member ID card within a few days of the health plan effective date
- A welcome book containing important information and resources to help them navigate their health care
- A personal call within the first month to review benefit information, answer questions or coordinate provider appointments

Convenient Online Tools

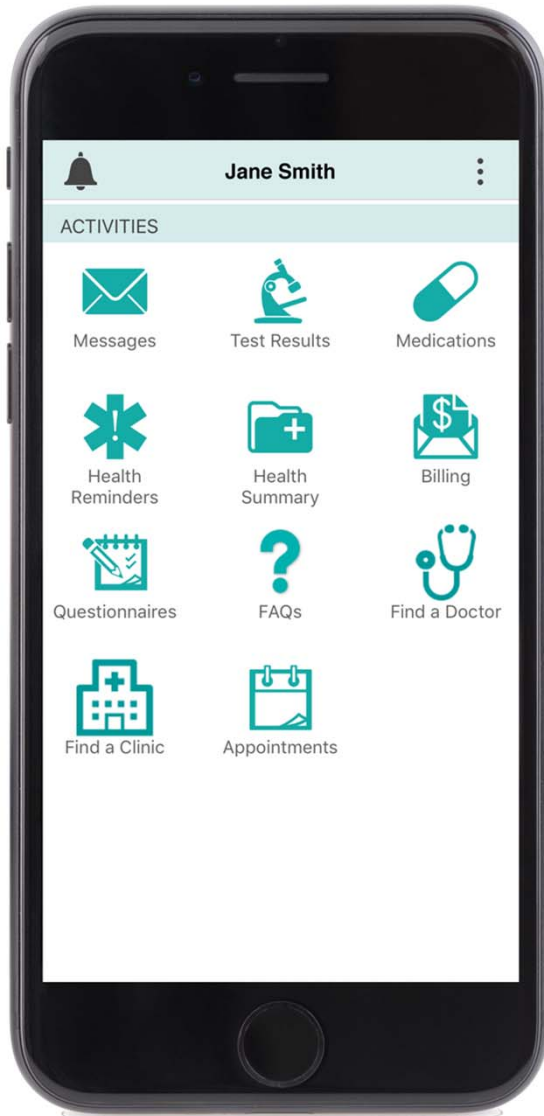


With the Sutter Health Plus Member Portal you have access to:

- View, print or request member ID cards
- Change primary care physicians
- View eligibility, benefits, copays, account balances and deductibles
- Update member portal profile

Responsive technology allows you to use your smartphone, computer or tablet

My Health Online



With My Health Online* members can securely:

- Schedule appointments online
- Request prescription refills
- Email doctors' offices
- View lab and most test results
- Access medical records

Online App available in Apple Store
or Google Play

**Offered by select providers*

Member Services



Available Monday – Friday, 8 a.m. to 7 p.m.

855-315-5800

sutterhealthplus.org/contact

- *Authorization to Disclose PHI Form* available upon request
- PCP changes, claims, eligibility, ID card status
- Offer welcome calls to new members

24/7 Nurse Advice Line

855-836-3500