

Choosing the right level of care for your needs.

 Primary Care Visit	 Scheduled and On-Demand Video Visits	 Sutter Walk-In Care	 Urgent Care	 Emergency Care
"I need to see my doctor for a regular check-up, screening or minor concern." ALL AGES Ideal for: • Annual exams and routine tests • Chronic disease management • General health maintenance • Pediatric care • Preventive care • Screenings • Vaccinations Not appropriate for: • Cardiac and respiratory emergencies • Head injuries • Serious accidents and falls	"I have a healthcare concern and need care today." 18 MONTHS+ Ideal for: • 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* Not appropriate for: • Checkups or physical exams • Cardiac and respiratory emergencies • High fever • Pregnancy and children's health • Severe illness, major injuries, or serious digestive issues	"I have a healthcare concern and need an appointment as soon as possible." 18 MONTHS+ Ideal for: • Allergies • Cold, cough and flu • Ear infection • Eye irritation • Fever • Minor sprains and strains • Rashes and skin conditions • Sinus infection • Vaccinations • Wellness screenings Not appropriate for: • Broken bones • Cardiac and respiratory emergencies • Head injuries • Severe sprains	"It's not an emergency, but I have a serious issue and need to be seen soon." ALL AGES Ideal for: • Back pain • Cold and flu • Fever • Mild asthma • Moderate accidents and injuries • Moderate cuts and bleeding • Sprains and strains • Vomiting Not appropriate for: • Cardiac and respiratory emergencies • Head injuries • Life-threatening accidents and injuries	"I'm experiencing a medical emergency and need to be seen now." ALL AGES Ideal for: • 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 Not appropriate for: • Colds • Low fever • Minor rashes • Seasonal allergies • Sore throat

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 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.

*You must be physically located in California at the time of your video visit.

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 **833-674-2334**
Visit **sutterhealthplan.org/calpers**