



Your Mental Health and Substance Use Disorder Benefits

At Sutter Health Plan, we believe caring for your mental health is as important as your physical health.

Your coverage* includes mental health and substance use disorder services through Carelon Behavioral Health of California, Inc (Carelon). You can self-refer for in-network office or telehealth visits.

Your Behavioral Health Benefits

Carelon offers confidential support for:

- ✓ Depression, anxiety and stress
- ✓ Substance use disorders
- ✓ Therapy referrals
- ✓ Mental health crises

* Available to CalPERS members eligible for a Basic (non-Medicare) plan in select counties.

Get Care

Find a provider

Visit carelonbh.com/sutterhealthplan to search for in-network Carelon providers and facilities for in-person or telehealth appointments.

Need help choosing a provider?

Call **844-398-0314** for help finding an in-network provider who meets your needs and accepts new patients.

Telehealth options

Connect with a Carelon provider through online chat, phone or video.

- **Faster appointments:** See a provider sooner, often within 24 hours.
- **More options:** Choose from a wider range of providers outside your city or state.
- **Convenience:** Get care wherever you are, at a time that works for you.

Find Support and Resources

Carelon's website provides 24/7 access to tools and information to support your wellbeing.

- **Content Library:** Search more than 200 topics related to mental health and wellness.
- **Online resources:** Access tools and information that can help you better understand and use your behavioral health benefits.
- **Visit:** carelonbh.com/sutterhealthplan



Your Carelon Member Portal

mycarelon.carelonbehavioralhealth.com

The myCarelon member portal gives you secure, convenient access to your behavioral health benefits in one place.

After you sign in, you can:

- ✓ Review your behavioral health coverage and benefits
- ✓ Submit and track claims
- ✓ Check deductibles, copays and out-of-pocket costs
- ✓ Access your information securely online

Getting started is simple:

1. Create your account.

Register using your member ID, date of birth and information from your health plan ID card.

2. Verify your account.

Choose to receive a one-time passcode by email or use an authenticator app.

3. Explore your portal.

Access your benefits, claims and account details from your personalized dashboard.

Need help?

Carelon Member Services is available 24/7. Call **844-398-0314** (TTY 711).

In an Emergency

You can call 9-8-8, the U.S. national suicide prevention and mental health crisis hotline, to assist anyone experiencing a behavioral health crisis. If you or a family member are experiencing an emergency and are in immediate, life-threatening danger, call 9-1-1 for help.



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