





# Accessing Care

When and where it's convenient.

We know life can get busy. That's why we offer convenient care options like video visits, Sutter Walk-In Care and urgent care.

	 <b>Video Visit</b> with a Sutter clinician through My Health Online (MHO) <sup>1</sup>	 <b>Video Visit</b> with your primary care physician (PCP) <sup>2</sup>	 <b>Sutter Walk-In Care</b>	 <b>Urgent Care</b>
<b>Burns and cuts</b>			✓ <sup>3</sup>	✓
<b>Cold and flu</b>	✓	✓	✓	✓
<b>Ear pain</b>			✓	✓
<b>Nausea and vomiting</b>	✓	✓		✓
<b>Rashes and skin infections</b>	✓	✓	✓	✓
<b>Seasonal allergies</b>	✓	✓	✓	✓
<b>Sinus infection</b>	✓	✓	✓	✓
<b>Sprains and strains</b>	✓	✓	✓ <sup>3</sup>	✓
<b>Vaccines</b>			✓	

<sup>1</sup> All Sutter Health Plan members can enroll in MHO.

<sup>2</sup> 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.

<sup>3</sup> Minor cases only at Sutter Walk-In Care.



## Video Visits \$

You have access to video visits through MHO for most of your healthcare needs, from routine to complex health issues.

- Members age 3 months and older can book video visits with their PCP. Please check with your PCP for availability.
- Members age 18 months and older can book video visits with a Sutter clinician.

To learn more or book an appointment, 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 your everyday healthcare needs. It's open to everyone age 18 months and older, daily. Hours may vary depending on the location.

To schedule an appointment or find a location near you, visit [sutterhealthplan.org/walk-in](https://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, visit [sutterhealthplan.org/urgent](https://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.

## Mental Health & Substance Use Disorder Services

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

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.

To find a participating behavioral health provider, call USBHPC at **855-202-0984** or visit [liveandworkwell.com](https://liveandworkwell.com) — access code: Sutter.

## 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 can determine your out-of-pocket costs by referring to your Sutter Health Plan Evidence of Coverage and Disclosure Form and Benefits and Coverage Matrix, located on the Member Portal at [shplan.org/memberportal](https://shplan.org/memberportal).

