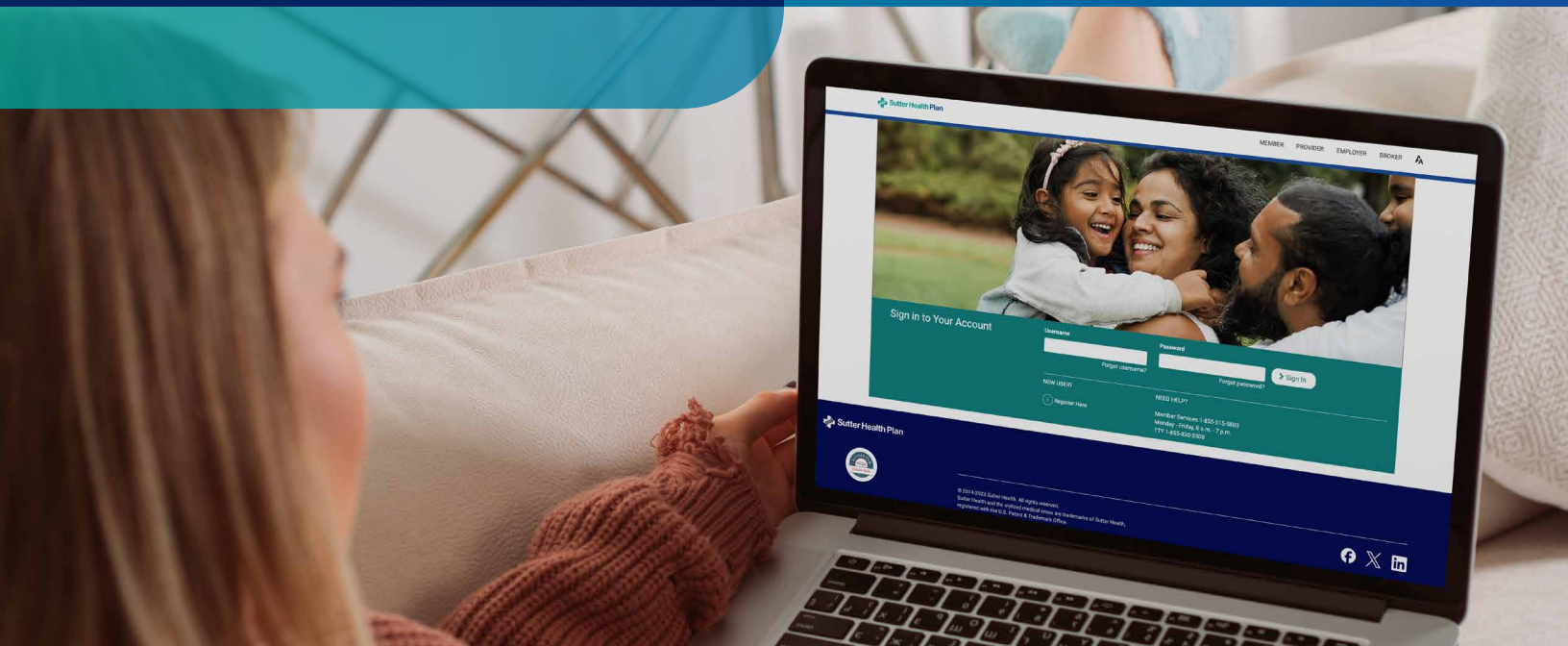


Managing Care and Coverage

Convenient Member Tools



Member Portal

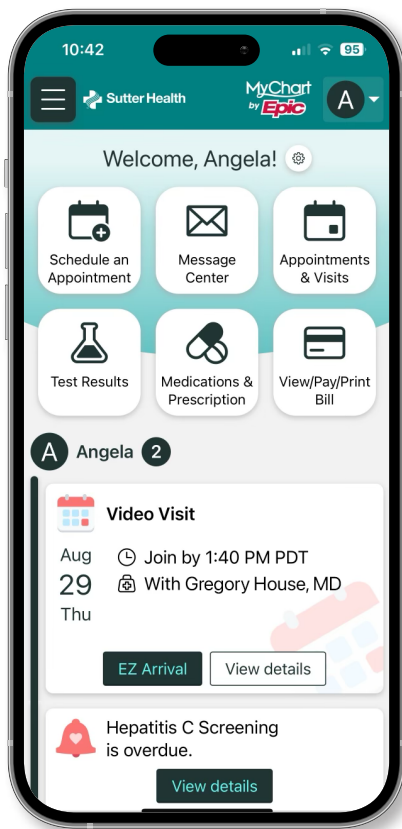
shplan.org/memberportal

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 primary care physician (PCP).
- ✓ Request or print member ID cards.
- ✓ Check your eligibility, benefits, copays, and claims information.
- ✓ View, save and print a summary of individual and family deductibles and out-of-pocket balances.
 - You will receive monthly statements with balance details. Use the member portal to opt out of receiving these statements.
- ✓ View correspondence.
- ✓ Pay your individual and family plan premium through the Sutter Health Plan Online Payment Center.
- ✓ 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 you or your employer elected.
- ✓ Navigate to the Health and Wellness site.
- ✓ Find Sutter Health Plan forms and resources.

Cost Estimator

Sutter Health Plan provides a real-time benefit cost estimator tool on the Member Portal. It helps members compare personalized out-of-pocket costs for covered in-network services with individual-specific accumulators. Please note, the tool only shows claims paid to date. Access it by logging into the Member Portal and clicking the Cost Estimator link.



My Health Online mho.sutterhealth.org

As a Sutter Health Plan 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.
- ✓ Join the waitlist to be notified about earlier appointments.
- ✓ Request prescription renewals.
- ✓ 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 Plan Member Portal.
- ✓ Access an advance care planning tool to guide future healthcare decisions.



Communication Preferences

You can set your communication preferences to receive automated appointment reminders. This allows you to confirm your appointment or reschedule if needed. Additionally, you can join the waitlist to receive a text or email notification if an earlier appointment time becomes available.

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.

* As a member, 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, ©1999–2025.



Customer Service **855-315-5800**
Visit sutterhealthplan.org