



New Member Guide



We're So Glad You're Here

Thank you for choosing Sutter Health Plan. As a member, you now have access to comprehensive coverage and convenient care from a network of award-winning doctors, clinicians and hospitals.

Your member ID card is enclosed in this mailing.* Remember, always present your member ID card when receiving medical care or filling prescriptions.

*If your account has more than four covered family members, the additional ID cards will arrive in a separate mailing.

Get Started in Three Simple Steps

It's official! As a card-carrying member, you're ready to make the most of your health plan benefits.

STEP 1 Schedule Your New Patient Appointment

New Patients

The front of your member ID card includes the name of your assigned primary care physician (PCP). If you're a new patient or haven't seen this PCP in a while, the first step is to book a New Patient Appointment so you can discuss your health history and any concerns. Scheduling this appointment now helps make future PCP visits more convenient, whether by phone or online* when needed.

To schedule a New Patient Appointment, you can:

- Book an appointment online at sutterhealthplan.org/providersearch.
- Call your PCP directly (contact info is listed on your member ID card).
- Call Customer Service at **855-315-5800** (TTY 855-830-3500).

Current Patients

If your assigned PCP is your current doctor, you can continue to schedule appointments and see them as you normally do.

*Not all PCPs offer online scheduling and messaging through My Health Online.

1 See page 3 for more details.

STEP 2 Register Your Member Portal Account

Sutter Health Plan Member Portal

shplan.org/memberportal

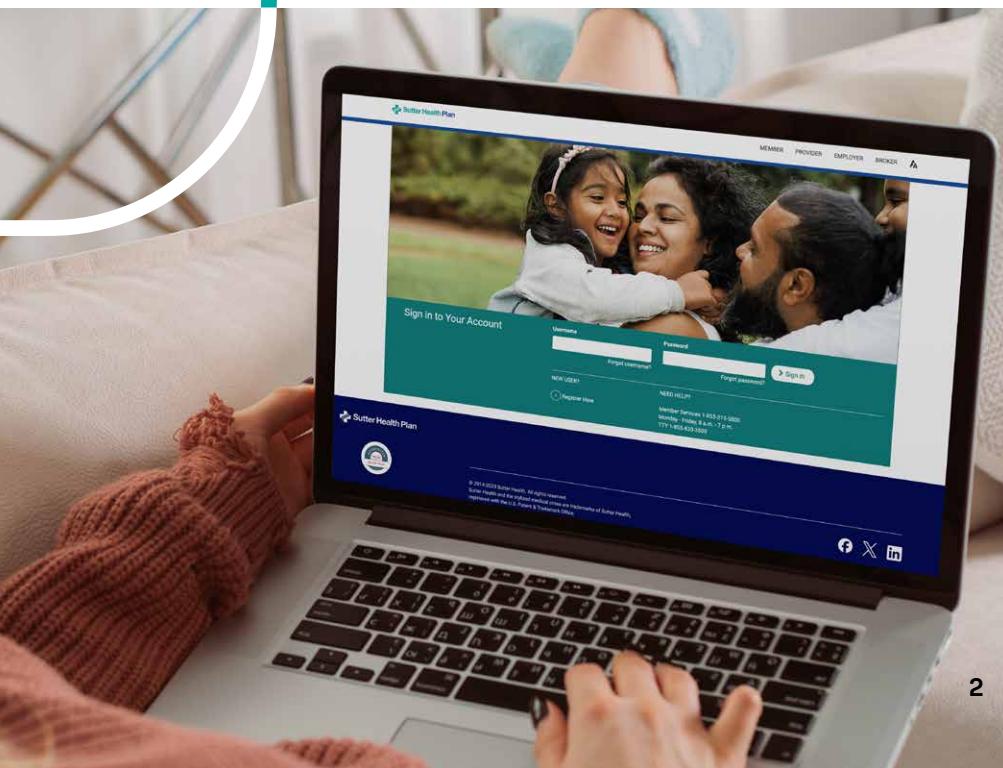
This is your **health plan member portal**, giving you easy 24/7 access to manage key coverage details. Here you can change your PCP, request or print ID cards, track deductibles and out-of-pocket maximums, check your benefits or claims information, view plan documents and correspondence, find forms and resources, and more.

You can register anytime after your plan effective date. You'll need the last four digits of the subscriber's Social Security number (SSN).

Don't wait — register today!



Scan the QR code to learn more about the Member Portal.



STEP 3 Register Your Patient Portal Account

My Health Online (MHO)

mho.sutterhealth.org

This is your **patient portal** for staying connected with your Sutter Health care team and accessing your health information anytime, anywhere.* Here you can message your care team, schedule in-person or virtual visits, renew prescriptions, join a waitlist for earlier appointments, complete eZ Arrival for contactless check-in, pay bills and copays online, view after-visit notes and test results, and more.



Scan the QR code to learn more about My Health Online.



*You have access to view lab and test results from Sutter facilities, schedule Sutter Walk-In Care and video visits, and access other MHO features. If your PCP doesn't participate in MHO, you won't be able to schedule appointments or message your PCP through MHO. The My Health Online app is powered by MyChart licensed from Epic Systems Corporation, ©1999–2025.

Getting Care

Our Network

The Sutter Health Plan network includes conveniently located care centers, lab and imaging centers, urgent care centers and hospitals. Find in-network providers at sutterhealthplan.org/providersearch.



Primary Care

Your PCP is your partner in health, providing or coordinating most of your healthcare. You can change your PCP at any time. Here's how:

1. Find a PCP in our network at sutterhealthplan.org/providersearch (be sure to check "Accepting New Patients").
2. Change your PCP online at shplan.org/memberportal, or call Customer Service at **855-315-5800**.



Video Visits

Video visits are available through MHO with participating PCPs (ages 3 months+) or Sutter clinicians (ages 18 months+). Learn more or book an appointment at sutterhealth.org/video-visits.



Specialty Care

Your PCP will refer you to in-network specialists. Certain covered services require prior authorization. For more details, refer to your Evidence of Coverage and Disclosure Form (EOC).



Urgent and Emergency Care

You have access to in-network urgent care locations while in the service area. When you are outside of the service area, you have access to any urgent care location. Search for in-network urgent care locations at sutterhealthplan.org/urgent.

Sutter Health Plan covers emergency services worldwide, whether in or out of network, without a referral.

In case of an emergency, dial 9-1-1 or go to the nearest hospital.

Our Partners

Pharmacy

Sutter Health Plan partners with CVS Caremark® for pharmacy benefits.

Create a CVS Caremark member portal account at caremark.com.

The portal allows you to find pharmacies, transfer and refill prescriptions, check drug costs, check prior authorization statuses, see our formulary, learn about mail order and specialty pharmacy services, and view your claims history.

Mental Health and Substance Use Disorder Benefits

We partner with Carelon Behavioral Health of California, Inc. (Carelon) to offer you mental health and substance use disorder (MH/SUD) services. You can find a provider directly through Carelon. Refer to your EOC for additional information.

Dental, Vision, and Chiropractic and Acupuncture Benefits

Your plan may include additional benefits for dental, vision, or chiropractic and acupuncture services through our specialty plan partners. Refer to your plan benefit documents to see if your plan includes access to these additional benefits and for more information.



Learn More

You can learn more about our plan partners by visiting sutterhealthplan.org/members.

We're Here for You

We aim to partner with you every step of your health journey. Find more information and resources online. Or give us a call and we'll be happy to help.

Sutter Health Plan

sutterhealthplan.org

Member Portal

HEALTH PLAN PORTAL

shplan.org/memberportal

My Health Online

PATIENT PORTAL

mho.sutterhealth.org

Find a Provider

sutterhealthplan.org/providersearch

In-Network Urgent Care

sutterhealthplan.org/urgent

Customer Service

shpcustomerservice@sutterhealth.org

855-315-5800 (TTY 855-830-3500)

Monday through Friday, 8 a.m. to 7 p.m.

24/7 Nurse Advice Line

855-836-3500

Plan Partners

Reach out directly to our partners online or by phone to find providers and learn more.

Pharmacy

CVS Caremark®

caremark.com

844-740-0635

Mental Health/Substance Use Disorder Services

Carelon Behavioral Health of

California, Inc. (Carelon)

carelonbh.com/sutterhealthplan

844-398-0314

Additional Plan Partners

(Coverage may vary by plan.)

Delta Dental

deltadentalins.com

800-422-4234

DeltaCare USA network

Vision Service Plan (VSP)

vsp.com

800-877-7195

Chiropractic and Acupuncture

OptumHealth Physical Health of

California (ACN)

myoptumhealthphysicalhealthofca.com

800-428-6337



For even more information about how to use your benefits, check out our Member Reference Guide available in the Forms & Resources section of the Member Portal at shplan.org/memberportal.



P.O. Box 160307
Sacramento, CA 95816

Customer Service

shpcustomerservice@sutterhealth.org
855-315-5800 (TTY 855-830-3500)
Monday through Friday, 8 a.m. to 7 p.m.



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