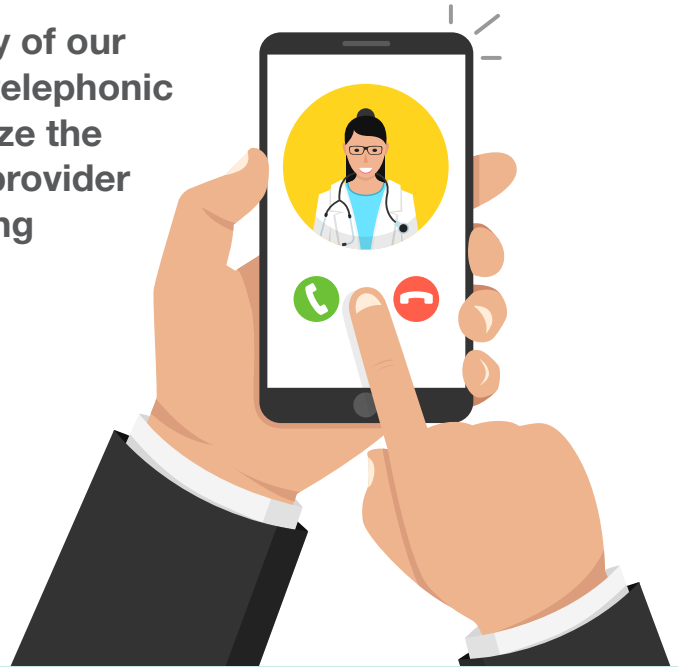


Care and Coverage During COVID-19

Sutter Health Plus

At Sutter Health Plus, the health and safety of our members remains our top priority. Use of telephonic nurse advice and video visits helps minimize the spread of infection and ease pressure on provider offices. Please consider one of the following options if you need care.

- 24/7 Nurse Advice Line: Call 1-855-836-3500
- Video Visits: Schedule a same-day video visit, at the same cost-share* as a primary care physician, from 8 a.m. to 8 p.m. through My Health Online (MHO)**



Book a video visit in 3 easy steps:

Download the My Health Online mobile app from Apple App Store or Google Play. The app provides the best experience but you can also use your computer.



Log In

Log in to **MHO** at **mho.sutterhealth.org**. Video visits are open to members age 18 months and older.



Schedule

Select **“Schedule Video Visit”** and pick a time. Schedule a child video visit through Proxy Access.



Begin Video Visit

At the time of your appointment, log into **MHO**. Select your scheduled **Video Visit**. Click **“Begin Video Visit.”**

**Members seeking medically necessary screening and testing for COVID-19, including video visits, will receive the services at \$0 cost-share. All other visits are available at the same cost-share as a primary care physician visit. Refer to the Sutter Health Plus combined Evidence of Coverage and Disclosure Form and Benefits and Coverage Matrix to determine coverage and costs.*

***Enroll and activate your MHO account by visiting mho.sutterhealth.org.*

Member Services 1-855-315-5800 | sutterhealthplus.org

M-20-025

 **Sutter Health Plus**
Your Health Plan