

This information is for members of SutterSelect-administered health plans only.

COVID-19 SCREENING & TESTING

The health and well-being of our members continues to be SutterSelect's top priority. We are committed to helping prevent the spread of COVID-19 and supporting our members.

Effective March 16, 2020 through the end of the declared public health emergency, SutterSelect will not apply member copays, coinsurance or deductibles for screening and testing to diagnose COVID-19 when medically necessary and consistent with CDC guidance. This applies to all SutterSelect members and includes copays and coinsurance for virtual visits, urgent care, emergency room, and office visits where the primary purpose of the visit is to screen or test for the virus. Testing may be done by an in-network or out-of-network provider. Should your provider require payment at the time of service, you will receive or can request a refund from the provider directly.

ACCESSING CARE

We understand you may be worried about the spread of the coronavirus. If you experience symptoms and believe you've been exposed to the coronavirus, COVID-19, you have several options to access the care you need:

SutterSelect NurseLine: When you call this line, a registered nurse will direct you to the right level of care. We want members with mild symptoms to know how to take care of themselves at home while directing members requiring medical intervention to the most appropriate level of care. You can speak with a SutterSelect advice nurse 24/7 at no charge to you. Call SutterSelect NurseLine at 1-866-868-1320.

Virtual Care: By booking a virtual visit, you minimize your exposure and help prevent the spread of illnesses, including COVID-19. In response to COVID-19 we have **expanded virtual care access** to in-network providers, as available or offered by the provider. Note that chiropractic and acupuncture providers are excluded from offering SutterSelect-covered virtual care visits.

If you believe you have an emergency medical condition, call 911 or go to the nearest hospital.

Medical Virtual Care Access:

- **In-Network Providers** All SutterSelect members now have access to virtual care as offered or available from SutterSelect network providers (per the virtual care access expansion as described above). SutterSelect members are advised to contact their network providers directly to inquire about specific virtual visit availability and process. These visits are considered the same as in-person visits and you will pay the same copay as regular, in-person office visits.
- **Sutter's Video Visits** offer same-day virtual care with licensed clinicians who can treat and advise you from the comfort of your home. Video visits are available 8 a.m. to 8 p.m. every day using your smartphone, tablet or computer. Your regular office visit copay applies. Sutter Video Visits are for Sutter patients in California who have My Health Online (enroll today at mho.sutterhealth.org).
- **MDLIVE** provides 24/7 virtual access to physicians nationwide. Consults are available via video or phone for a \$20 copay. SutterSelect members get 5 visits, per member, per calendar year. MDLIVE is available to SutterSelect members in the Bay Operating Unit/Health Ventures Inc., Valley Operating Unit, Sutter Health and Sutter Health Options PPO plans. It is not available to Sutter Health National Plan members.

Mental Health Virtual Care Access:

- **Optum Behavioral Health** offers virtual visits with a psychiatrist or therapist at liveandworkwell.com access code *healthy*. You pay your regular office visit copay. (Sutter Health Options PPO and Sutter Health National Plan members search for network providers via the SutterSelect member portal provider search tool at sutterselect.tpa.com or call SutterSelect customer service at 1-866-868-1320.)
- **EAP** If you are worried or anxious about dealing with a public health event like COVID-19, Sutter Employee Assistance Program (EAP) is available to Sutter employees at no charge. EAP cannot offer medical advice, but can provide referrals to mental health professionals to help you manage your stress and anxiety, as well as connect you with community resources to support you. Contact Sutter EAP at 1-800-477-2258 or sutterhealth.org/eap for assistance. Utah-based employees contact Intermountain EAP at 1-800-832-7733 or intermountainhealthcare.org/eap for EAP services. *EAP is a separate benefit plan from SutterSelect.*

Pharmacy Mail Order Service

- **Express Scripts Home Delivery** is a convenient and cost effective way to obtain maintenance drugs through the mail and avoid coming into the pharmacy – given the Centers for Disease Control and Prevention (CDC) is recommending people stay home when possible. Maintenance drugs are drugs you take on a regular basis for a long-term medical condition, such as high blood pressure, diabetes or depression. With Express Scripts Home Delivery you receive up to a 90-day supply of your maintenance drugs at reduced retail copays, free standard shipping (express shipping is available for additional fee), online ordering for future refills and reminder notifications for your prescription drugs. To get started with mail order enroll online at express-scripts.com (registration required), or call Express Scripts at 1-877-787-8660. For more information regarding mail order refer to the *SutterSelect Mail Order Pharmacy FAQ PDF* document on the member page after login.

We understand some of you may need to obtain additional supply of prescription medicines during this difficult time. Express Scripts has a refill override process in response to the coronavirus threat. This process allows you to refill a medication before it is due for a refill to avoid disruption in your therapy. For questions about your prescription benefits, please call the Express Scripts number at 1-877-787-8660.

BENEFIT QUESTIONS

For questions about your SutterSelect benefits, or if you want assistance finding an in-network provider call SutterSelect Customer Service Monday – Friday 7 a.m. – 6 p.m. Pacific Time at 1-866-868-1320, or visit the SutterSelect member portal at sutterselect.tpa.com.

COVID-19 INFORMATION AND RESOURCES

For more information on COVID-19, please visit the [CDC's website](https://www.cdc.gov). You can also visit sutterhealth.org for information. Sutter employees can find additional resources on the [COVID-19 Resource Site](#) on MySutter.

As always, continue to follow universal precautions for infection control and prevention, including frequent hand washing. Also, use other "Public Health 101" strategies—e.g. hand sanitizer, tissue, etiquette when coughing and sneezing. If you are sick, stay home. If you become sick while at work, put on a mask and leave as soon as possible.