

April 3, 2020

First and foremost, we hope you and your clients are well and safely sheltering in place as much as possible. We thank you for your patience and partnership during these unchartered times. We are committed to keeping you up-to-date on coverage updates and network access as new information becomes available.

Please see the following updates and links to additional helpful resources.

Temporary Site Closures

Due to the spread of COVID-19, there is an increased need for telehealth services, such as video or telephonic visits. Some Sutter Walk-In Care locations are temporarily closing for in-person visits to allow the staff to assist with the increased amount of video visit requests. Redistributing staff to focus on video visits also helps maintain social distancing.

On April 1, the following locations closed temporarily: Midtown Sacramento, West Sacramento, Citrus Heights, Roseville - Pleasant Grove, Petaluma, Walnut Creek, Milpitas, and Aptos. Members can visit the [Sutter Health Plus Walk-In Care](#) page to find alternate locations available.

Additionally, some provider offices may have had to adjust office hours or the in-person services they can provide at this time. Members should call their doctor or location before going in-person to make sure they are open. Many providers can offer telehealth services, such as video or telephonic visits.

Symptom Checker

At the first onset of symptoms, members can access Sutter Health's personalized, on-demand health guidance through [Ada](#)—a symptom assessment and care navigation platform that can help members make informed decisions about the next steps for care.

By answering a series of questions regarding medical history and current symptoms, Ada's platform will then present users with an assessment of what the proprietary technology identifies as the most likely symptom causes and appropriate care options, from self-care for minor issues to video visits to those that require more urgent care.

Other Health Insurance Choices

This pandemic is already creating an economic hardship on individuals and businesses across the nation. Our hearts go out to our local businesses who are having to make difficult cost-reduction decisions and to the employees and their families who are directly impacted by this. A Sutter Health Plus member who loses their employer-sponsored coverage may qualify to continue coverage through COBRA, Cal-COBRA, or by enrolling in a Sutter Health Plus individual family plan (IFP). To learn more, visit sutterhealthplus.org/individual-family.

People may also qualify for low-cost health insurance through [Covered California](#), [Medi-Cal](#), or [Medicare](#).

Please feel free to share this information with your clients.

Additional Resources

You can continue to visit [Information About Your COVID-19 Coverage and Cost Share](#), the [Sutter Health FAQs](#) and the [CDC website](#) for up-to-date COVID-19 information.

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2480 Natomas Park Drive, Suite 150
Sacramento, CA | 95833 US

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