

COVID-19 Coverage, Cost and Access to Care

Sutter Health Plus is actively engaged and working to ensure our members understand how to navigate their care and coverage during this time.



Protect Yourself and Others

The Centers for Disease Control and Prevention (CDC) recommends everyday actions to help prevent the spread of disease, including:

- ✓ Wearing a mask over your nose and mouth in public settings
- ✓ Staying 6 feet away from others who don't live with you
- ✓ Avoiding crowds and poorly ventilated spaces
- ✓ Cleaning and disinfecting frequently touched surfaces daily
- ✓ Washing your hands often with soap and water, or using hand sanitizer

COVID-19 Testing

Sutter Health Plus covers medically necessary COVID-19 screening and testing (including antibody testing) for members at no cost share. We consider screening and testing services medically necessary if members experience symptoms and meet CDC criteria for screening or testing. We also defer to the clinical judgement of the treating provider to determine medical necessity.

A member may be financially responsible for the full cost of COVID-19 testing if they:

- Do not have symptoms, and
- Do not have known or suspected exposure to COVID-19, and
- Do not meet the Department of Managed Health Care definition of an essential worker

COVID-19 Treatment

Sutter Health Plus covers medically necessary treatment related to a confirmed diagnosis of COVID-19. Standard member cost share applies. Members experiencing mild to moderate COVID-19 symptoms can contact their primary care physician (PCP) to discuss the most appropriate treatment options, call the 24/7 Nurse Advice line at 855-836-3500, or schedule a video visit through My Health Online.

COVID-19 Vaccines

Sutter Health Plus covers COVID-19 vaccines at no cost share to members, including vaccines administered by out-of-network or out-of-area providers, in accordance with the requirements established by the Coronavirus Aid, Relief, and Economic Security Act. This includes any vaccines administered over more than one injection.

The COVID-19 vaccine is available, depending on supply, through a phased approach in accordance with guidelines from public health officials. Unfortunately, the vaccine available to health care providers, including those in the Sutter Health Plus network, is in extremely short supply and does not meet current demand.

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COVID-19 Vaccines *Continued*

Members who are eligible to receive the vaccine may:

- Log into [My Health Online](#) to schedule a vaccination appointment. Select the option “Schedule COVID Vaccine.” My Health Online will guide you through a few questions to determine if you qualify for a COVID-19 vaccine at the time.
- Call the Sutter Health COVID-19 Vaccine appointment line at 844-987-6115 to schedule a COVID-19 vaccination appointment. Sutter Health’s call center is open 7 days a week, Monday – Friday, 7 a.m. – 6 p.m. and Saturday – Sunday, 8 a.m.– 5 p.m. A representative will find a location near you and book your first dose appointment.

Note: Due to high demand, some callers are experiencing long wait times

Members with PCPs who practice independently, such as through Affinity Medical Group, Dignity Medical Group-Dominican, Mills-Peninsula Physician Network, or Sutter Independent Physicians, may also contact their medical group directly to inquire about vaccine availability.

Additional Resources

Please see the following additional resources specific to COVID-19:

- Information for Sutter Health Plus members about their coverage, cost and access to care: [Sutter Health Plus COVID-19 Web Page](#)
- Clinical and general information, a COVID-19 interactive screener, and more: [Sutter Health COVID-19 Resources Page](#)
- State information about vaccine eligibility: [California COVID-19 Vaccinations](#)
- State guidance, alerts, data tracking, resources and guidance: [California Department of Public Health](#)
- Federal guidance, U.S. data tracking and public health information: [Centers for Disease Control and Prevention](#)

