



# COVID-19 (Coronavirus) Response by Carrier

Carrier Guidance for Small and Large Group  
Updated: 4/1/20 | 5:30 a.m. (PST)

## Sutter Health Plus

Carrier Responses	Resources
<p><b>Coverage</b></p> <p>Sutter will not collect patient cost shares in advance of providing services for medically-necessary COVID-19 screening and testing administered at Sutter hospitals, emergency departments, Walk-in Care clinics and other medical provider locations. Sutter is offering designated respiratory sites for patients who need to be evaluated by a clinician to see if they meet the criteria for the COVID-19 test. Patients must present identification at the testing site to confirm their appointment.</p> <p><b>Telemedicine</b></p> <p>Members that may have symptoms of COVID-19, please <a href="#">send a message</a> to your care team or consider a Sutter <a href="#">Video Visit</a>. They're available 8:00 am – 8:00 pm, seven days a week. The SHP provider may direct members to a testing site.</p> <p>A member who feels ill may schedule a video visit through My Health Online, call the 24/7 Nurse Advice line at 855-836-3500, or contact their provider to discuss the most appropriate treatment options.</p>	<p><a href="#">SHP What You Need to Know (COVID-19)</a></p> <p><a href="#">SHP Video Visits</a></p> <p><a href="#">SHP Virtual PCP</a></p>