

# Broker Insights

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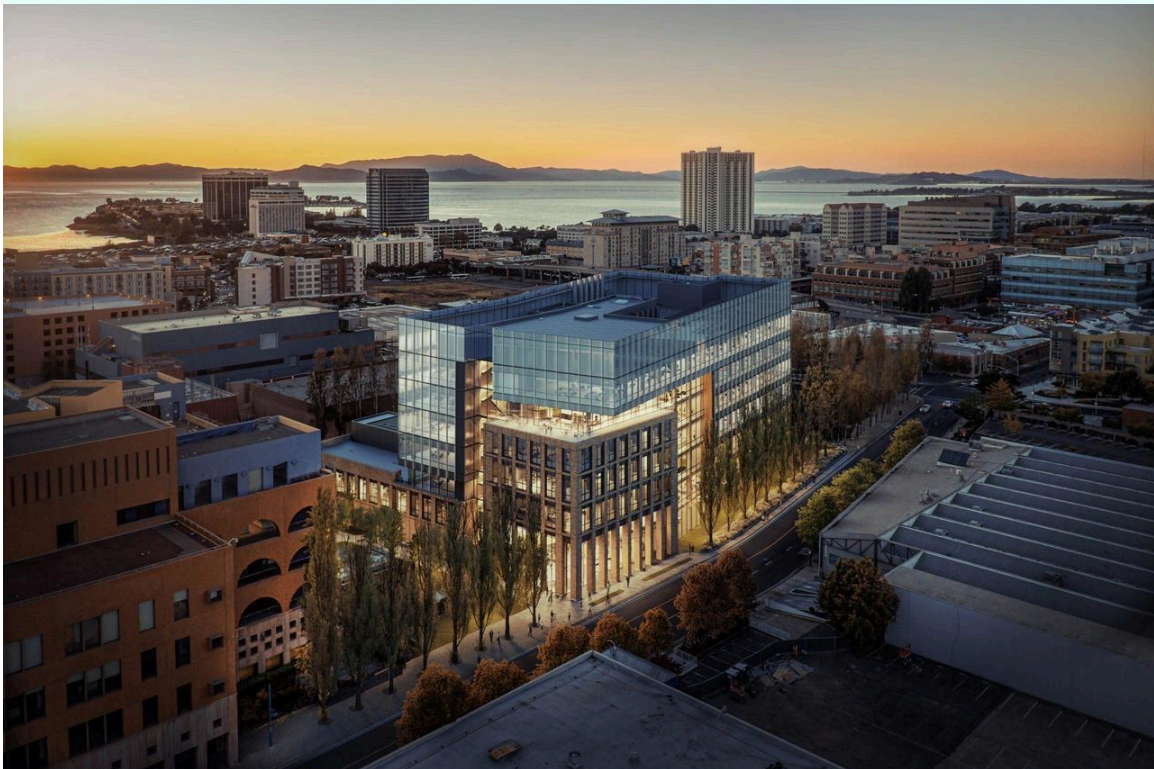
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**Sutter Health Plan has news and resources for you and your clients.  
Please read on and share this important information.**



## Sutter Unveils East Bay Expansion Plan

Exciting news for the East Bay! Sutter Health is expanding access to high-quality care with a transformative, long-term plan that will enhance comprehensive and coordinated care in the region by developing a flagship campus in Emeryville. Read more [here](#).

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## New Doula Care Program

Assembly Bill (AB) 904, Health Care Coverage: Doulas, requires commercial health plans to develop a maternal and infant health equity program to address health disparities in maternal and infant health outcomes through the use of doulas. Sutter Health Plan is contracted with Mahmee to provide comprehensive prenatal and postpartum doula care for members — all at no cost share. [Read more in our newsroom](#).

Note: All Evidence of Coverage plan documents will be updated on the portals.

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## New Open Enrollment Videos

Sutter Health Plan has new open enrollment videos to help your clients navigate through open enrollment. Just select the right video for your client's plan offerings:

- [Traditional Plans](#)
- [High-Deductible Health Plans](#)
- [Traditional and High-Deductible Health Plans](#)

These informative videos provide an overview of our comprehensive coverage, where to access convenient care, My Health Online (Sutter's secure patient portal), health and wellness tools, preventive care services and more.

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## Monthly Engagement Toolkit by Optum

Optum offers a monthly engagement toolkit that includes timely content and resources to support members' health and wellbeing.

The **March engagement toolkit** explores meaningful ways to support **women's mental health and wellbeing** including tips for empowering the women in your life and around the world.

Instructions for employers:

1. Go to [yousupported.com](https://yousupported.com) and click on the "Organization and employer resources" tile.
2. Enter your company access code: sutter
3. Review this month's engagement toolkit.

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## Reminder: New Sutter Health Plan Contact Information

In keeping with our ongoing commitment to enhance the customer experience, we are streamlining the way you connect with us. Please note the following updates:

- There is a new email address to service you and your clients' needs, from premium billing to enrollment, sales and more! Going forward, please use [shpserviceteam@sutterhealth.org](mailto:shpserviceteam@sutterhealth.org). Emails sent to the former mailboxes will be redirected for the next few months.
- Member Services, Account Services and Broker Services are now integrated as the Customer Service team. Members, brokers and employers can contact Customer Service at [855-315-5800](tel:855-315-5800) (TTY [855-830-3500](tel:855-830-3500)) on weekdays, from 8 a.m. to 7 p.m., to answer benefit or premium billing questions, schedule appointments and more.

It is our goal to be the health plan of choice for you and your clients and we hope these enhancements make it easier for you to contact us.

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## Reminder: 2024 Employee Health Coverage Tax Forms

The Employee Health Coverage Tax Form 1095-B, Health Coverage, provides proof of healthcare coverage. Members can access their 2024 Tax Form 1095-B through their [Sutter Health Plan Member Portal](#) beginning January 30. Terminated members can also access their 2024

Tax Form 1095-B through their Member Portal for up to 18 months after coverage ends.

Sutter Health Plan does not mail Tax Form 1095-B to members unless they request it by calling Customer Service at [855-315-5800](tel:855-315-5800), available 8 a.m. to 7 p.m. Monday through Friday.

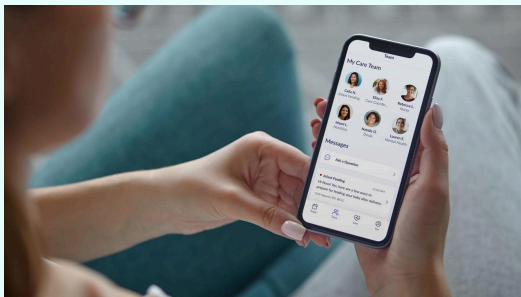
## Here for You

We know that in many cases you are employers' sole source of health benefit information. It is our goal to be the health plan of choice for you and your clients. We appreciate your business, and we are here to make your job easier.

The [Sutter Health Plan Sales team](#) is here for you.

## Sutter Health Plan Newsroom

The following articles are published in the [Sutter Health Plan newsroom](#) and shared across our social media channels. Please also share the articles with your clients.



### Sutter Health Plan Now Offering Mahmee Doula Care and Comprehensive Maternity Support

Pregnancy and childbirth can be transformative experiences, often filled with both excitement and anxiety. To empower families with personalized maternity support to improve



### Navigating Mental Health for New Moms

The demands of motherhood can often collide with the complexities of mental health, especially for new mothers. While the excitement of welcoming a new baby is immense, it can sometimes

maternal and infant health outcomes, Sutter Health Plan is now offering [Mahmee](#) – a leading wraparound maternal healthcare company – enhancing access to comprehensive doula and maternity care services.

[Read More](#)

overshadow the mental health challenges many new moms face. According to the Centers for Disease Control and Prevention, about 1 in 8 women experience postpartum depression, and over half of those affected do not receive treatment.

[Read More](#)

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