

Broker Insights

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



Sutter Health Expansion Plans for Southern Sonoma County

Sutter Health will be expanding its healthcare services in Rohnert Park. This expansion will offer primary care, urgent care and other services, giving local community members and growing families same-day access to its recognized high-quality outpatient medical care. This is an exciting time for this growing community, Christina Oh, President of Sutter's Greater San Francisco area notes, "Not only are we going to increase primary care access for our patients, but we're adding our first urgent care in Rohnert Park that will be open after hours and on weekends."

Read more about Sutter's growth [here](#).

New Cost Estimator for Members

Offering access to high-value care while controlling healthcare costs is an important focus for Sutter Health Plus. That's why we are committed to providing meaningful information, tools and resources to help members better understand their coverage and out-of-pocket costs.

Cost Estimator

Sutter Health Plus offers a real-time benefit cost estimator tool on the Member Portal that allows members to understand and anticipate their personalized cost share for covered services in advance of receiving a service. It also intends to help reduce potential surprises in member out-of-pocket costs for healthcare services. Please note that the accumulator amounts reflected in the cost estimator tool only capture claims paid to date.

To access the cost estimator, members can log into the [Member Portal](#) and click the Cost Estimator link in the Quick Access bar.

Supporting Our Members

Members can refer to their benefit plan documents available on the Member Portal to review their out-of-pocket costs, such as copays, deductibles or coinsurance.

Members may also call Sutter Health Plus Member Services for assistance weekdays, 8 a.m. to 7 p.m., at 855-315-5800.

Reminder: New Employer Change and Termination Request Forms

A new [Employer Change Request Form](#) is now available to help streamline the process of notifying the health plan of employer group changes, such as company address or contact information. Please note: this form is not used to make membership changes such as adding, removing or changing member information.

Additionally, a new [Employer Termination Request Form](#) is available for groups terminating group coverage with Sutter Health Plus. We highly encourage this comprehensive termination form to be submitted at least 30 days before the requested termination date.

Accessing Care at Home or Away

Whether at home, traveling for a business trip or enjoying a vacation, it's important for members to know when and where to access care. Feel free to share the flyers below to help your clients and their employees understand how to conveniently access care when and where it's needed. Learn about member benefits and coverage while traveling by visiting sutterhealthplus.org/members/care-while-traveling.

- [Accessing Care](#)
- [Going on a Trip?](#)
- [Video Visits](#)

Please note that a member must be physically located in California at the time of an appointment to participate in video visits.

Monthly Engagement Toolkit by Optum

To support members' health and wellbeing, Optum is offering a monthly engagement toolkit that includes timely content and resources.

The **July engagement toolkit focuses on managing anxiety and panic attacks**, including tips and tools for understanding what can drive anxious thoughts and feelings, and how to manage them.

Instructions for employers:

1. Go to 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.

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 Plus Sales team](#) is here for you.

Sutter Health Plus Newsroom

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



Optimizing Skin Health

Skin is more than what meets the eye – it's the biggest organ of the body that plays an indispensable role in protecting against environmental hazards, regulating temperature and providing sensory experiences that enrich daily life. And that's just to name a few.

[Read More](#)

U.S. News & World Report Names Network Hospitals Best in California

Seven Sutter Health Plus network hospitals achieved recognition as being among the best hospitals in California for 2024-25 from U.S. News & World Report, a global leader in quality rankings.

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