

Sutter Health Plus Update

4.3.2020

April 3, 2020

First and foremost, we hope you and your employees 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 employees.

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.





Telehealth: Get mental health treatment wherever you are

The novel coronavirus (COVID-19) pandemic can be stressful for some people. It's normal to feel strong emotions such as fear and anxiety, especially if you are already being treated for a behavioral health condition. You can still meet with a behavioral health provider during this time of uncertainty, social distancing and isolation. You don't have to go through it alone.

In conjunction with your health plan, Magellan Healthcare is covering telehealth visits with providers in our behavioral health network. You may want to try telehealth if:

- Your provider's office is closed
- You're not comfortable leaving your residence to go to your appointment
- You don't want to be in a provider's office or facility for your treatment

Then again, you might be worried about having a session over video or the phone.* It can be just like an in-person appointment, depending on your needs. Most providers are conducting telehealth visits on secure platforms that meet government standards. It's just like talking to your friend on FaceTime or Skype, whether you do it from a smartphone, tablet or computer with a webcam. You can meet with a provider via telehealth for routine outpatient services such as:

- Therapy
- Counseling
- Medication management
- Substance use treatment

See below for telehealth information about intensive outpatient programs (IOP) and partial hospitalization programs (PHP), and call your health plan to ask about telehealth for ABA services.

How to get behavioral health services without leaving your residence

If you have a relationship with a behavioral health provider in Magellan's network

1. Contact them and ask them if you may schedule a telehealth appointment.
2. If they agree, ask them how you will meet:
 - If they have an existing telehealth video platform, make sure you have a computer or phone with a camera.
 - If they don't have an existing telehealth video platform, you can use FaceTime or Skype to connect, as long as both of you have a computer or phone with a camera.
 - If one of you doesn't have any video capability, you can conduct your session over the phone.*

**Check with your health plan to make sure over-the-phone visits (audio-only; no video) are allowed. Some health plans are not able to approve audio-only visits due to state regulations.*

3. Once you confirm how you and your provider will meet through telehealth, schedule your session and make sure you get any links, phone numbers and other information needed for your session.

If you don't have a relationship with a behavioral health provider in Magellan's network

1. Look for a telehealth provider in your health plan's online provider directory. If the directory doesn't identify which providers offer telehealth, search for one whose office is located near your home or office. (That will make it easier for you to continue with face-to-face appointments when things get back to normal.)
2. Contact the provider and ask them if you may schedule a telehealth visit. Then follow steps 2-3 above.

Things to keep in mind

Telehealth and phone appointments are at the discretion of each provider. If your provider is unable to conduct a remote appointment, ask them if they know a telehealth provider in Magellan's behavioral health network, or search for a different provider in your online provider directory.

Magellan behavioral health providers must practice within their license and specialty. Please do not ask them about unrelated physical health issues or COVID-19. If you are looking for information about the pandemic, visit magellanhealthcare.com/COVID-19.

If you're comfortable doing so, you can ask your behavioral health provider to contact your primary care provider (PCP) about your treatment.

IOP and PHP services

If you are in an IOP or PHP, your provider(s) will determine the effectiveness of telehealth video/phone-only program sessions. If they can replicate their entire IOP or PHP program through a compliant telehealth video platform, and deliver those services at the same frequency and intensity as in-person treatment, they will be able to offer you telehealth services and continue your program. If not, they may conduct one-on-one outpatient sessions with you.

If you have any questions, please call your health plan or the behavioral health telephone number on your member ID card.

For more information about COVID-19, visit MagellanHealthcare.com/COVID-19.

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As we continue to manage through the fight against COVID-19, Kaiser Permanente is committed to making sure that our customers have all the latest information.

By temporarily consolidating smaller facilities, we can help to support a potential surge in the number of people who are in need of hospitalization, meet the critical need to conserve Personal Protective Equipment (PPE), guard against potential staffing shortages, and limit exposure to the virus for our members, employees, and physicians.

Members who were scheduled for appointments, or have an active prescription, have already been, or will be, contacted this week. If they have prescriptions waiting to be picked up at one of the closed locations, they can fill them at any Kaiser Permanente pharmacy. We also recommend using the mobile app or visiting kp.org/rxrefill.

As we learn of any additional facility closures we will update you.

Southern California

- Aliso Viejo Medical Offices
- Anaheim Hills Medical Offices
- Bostonia Medical Offices
- Camarillo Medical Offices
- Canyon County Medical Offices
- Carmel Valley Medical Offices
- Carlsbad Medical Offices
- Cerritos Medical Offices
- Chino (Central) Medical Offices
- Coffee Medical Offices
- Colton Medical Offices
- East Hills Medical Offices
- El Cajon (Travelodge) Medical Offices
- Foothill Ranch Medical Offices
- Indian Hill Medical Offices
- Kearny Mesa Rehabilitation Center
- La Habra Medical Offices
- Lynwood Medical Offices
- North Hollywood Medical Offices
- Palmdale Medical Offices
- Palm Springs Medical Offices and Pharmacy
- San Bernardino Medical Offices
- San Juan Capistrano Medical Offices
- Santa Clarita Executive Plaza Medical Offices
- Signal Hill Diagnostic Imaging

- Upland Medical Offices
- Vision Essentials, Marketplace - Kern
- Vision Essentials – La Cienega, Pasadena
- Vista Medical Offices
- Yorba Linda Medical Offices

Consolidating services at the following:

- Oceanside Medical Offices
- Point Loma Medical Offices
- Rancho Bernardo Medical Offices
- Rancho San Diego Medical Offices

All Target Clinics have been closed

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|--------------|---------------------|
| Apple Valley | Mission Valley |
| Burbank | Montclair |
| Chula Vista | Norco |
| Compton | Northridge |
| Eagle Rock | Palm Desert |
| Encinitas | Pico Rivera |
| Fontana | Riverside Arlington |
| Fullerton | Rosemead |
| Hawthorne | Santa Clarita East |
| Hemet | Santee |
| Inglewood | Vista |
| Irvine North | West Covina South |
| Menifee | Westlake Village |



Northern California

South Sacramento:
Elk Grove Medical Offices (Big Horn Boulevard)
Elk Grove Mental Health and Wellness

Health Education Department and Member Services at South Sacramento Medical Center, Elk Grove Medical Offices, and Elk Grove Promenade Medical Offices

Colorado

Baseline Medical Offices
Briargate Medical Offices
Brighton Medical Offices
Castle Rock Medical Offices
East Denver Medical Offices
Englewood Medical Offices
Fort Collins Medical Offices
Greeley Medical Offices
Hidden Lake Medical Offices
Highlands Ranch Medical Offices

Georgia

Alpharetta
Brookwood
Cascade
Conyers
Decatur
Douglasville
Fayette
Forsyth

We'll offer radiology and pharmacy services ONLY at the following locations:

- Panola
- Cumberland
- Sugar Hill-Buford (also lab)
- Crescent Centre (also lab)

Mid-Atlantic States

All Vision Essentials locations

Highline Behavioral Health
Ken Caryl Medical Offices
Longmont Medical Offices
Midtown Medical Office Building
Parker Medical Offices
Pueblo North Medical Offices
Ridgeline Behavioral Health
Smoky Hill Medical Offices
Southwest Medical Offices
Spring Creek Medical Offices
Wheat Ridge Medical Offices

Henry
Holly Springs
Lawrenceville
Newnan
Sandy Springs
Snellville
Stonecrest
West Cobb

Well-Child Peds Visits are also available at the following locations:

- Panola
- Cumberland



Hawaii

Hawaii Kai Clinic
Kahuku Clinic
Kailua Clinic
Kapolei Clinic

Kihei Clinic
Nanaikeola Clinic
Waimea Clinic

Northwest

Battle Ground Medical Office
Cedar Hills Medical & Dental
Care Essentials - Hawthorne
Care Essentials – Pearl
Gateway Medical Office
Hillsboro Medical Office
Keizer Station Medical Office

Mill Plain One Medical Office
Murrayhill Medical Office
Orchards Medical Office
Medical
Tanasbourne Office
Tualatin Medical Office (*Pediatrics and Well
Child remain open*)
West Salem Medical Office

Dental Offices

Aloha Dental Office
Cedar Hills Medical and Dental Office
Clackamas Dental Office
Eastmoreland Dental Office
Grand Avenue Dental Office
Gresham Dental Office
Johnson Creek Dental Office
Longview-Kelso Dental Office
North Interstate Dental Office

North Lancaster Dental Office
Oregon City Dental Office
Rockwood Dental Office
Salmon Creek Dental Office
Skyline Dental Office
Tanasbourne Dental Offices
Tigard Dental Office
Valley River Dental Office



Washington

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| Ballard | Port Orchard |
| Bartell CareClinics | Poulsbo |
| Burien | Puyallup |
| Bremerton Mental Health | Rainier |
| Downtown Seattle | Renton |
| Factoria | Redmond |
| Gig Harbor | South Hill |
| Kendall Yards | South Lake Union |
| Kent | Steele Street |
| Lidgerwood (Pharmacy still open) | Tacoma Hear Center & Eye Care |
| Lincoln Heights | Tacoma Mall |
| Lynnwood | Veradale |
| Northgate | West Olympia |
| NorthPointe | |
| Northshore | |