



April 23, 2020

Sutter Health Plus is committed to ensuring members have access to the care they need, especially at a time when people are concerned about their health. Today, the health plan is announcing its decision to waive cost-sharing for members who receive covered services related to treatment of a COVID-19 diagnosis through Sept. 30, 2020, or uses telehealth to seek care for covered services through Dec. 31, 2020.

“We want our members to stay safe and healthy and we are pleased to take additional steps to make it easier for our members to access care,” said Sutter Health Plus CEO Brian Fellner. “We believe our member-focused actions to expand coverage and access to care is another way we help our members.”

COVID-19 Screening and Testing

As previously announced, members have no cost-share for services related to screening and testing for COVID-19.

COVID-19 Treatment

Members diagnosed with COVID-19 have no cost-share for covered services related to treatment from February through the end of September 2020. This includes, but is not limited to, PCP office visits, urgent care visits, emergency department visits, inpatient hospital stays, telehealth visits, and lab tests. Members are responsible for the appropriate cost-shares for outpatient prescription drugs.

Telehealth Services

To encourage social distancing that helps keep our members and clinicians safe, members have no cost-share for telehealth visits for covered services from April through the end of December 2020. A member can check with their provider office to see if they offer telehealth services, or they can schedule a visit with another licensed clinician through [My Health Online](#) from 8 a.m. to 8 p.m., seven days a week, including most holidays.

Additionally, members who use telehealth for mental health services will have no cost-share from April through the end of December 2020. A member can self-refer and schedule a video visit with a participating licensed mental health provider at liveandworkwell.com or by calling U.S. Behavioral Health Plan, California at 855-202-0984.

Additional Resources

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.