

YOUR TRUSTED PARTNER

Choosing A Primary Care Physician

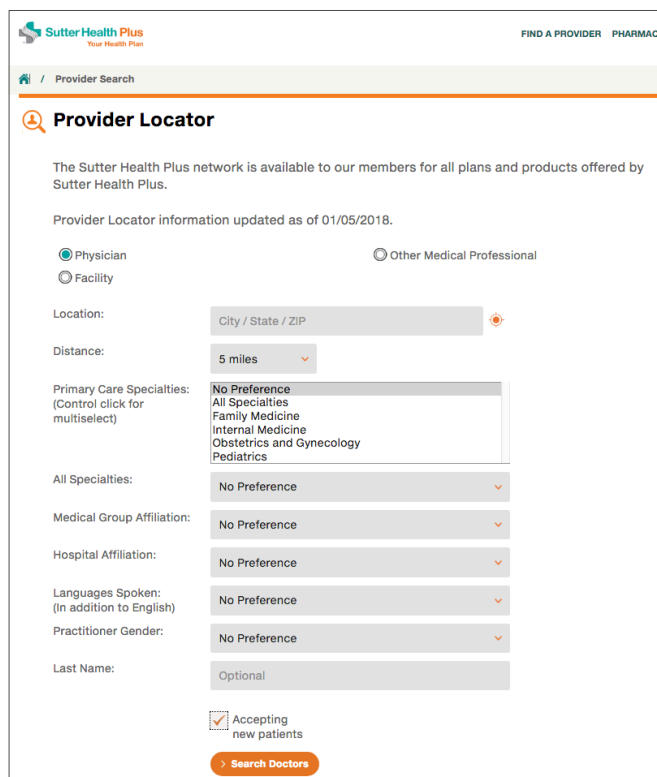


When you enroll in Sutter Health Plus, you and each covered family member selects a primary care physician (PCP). Your PCP is your health care advocate—providing or coordinating most of your care such as routine exams, preventive care and treatment for illnesses and minor injuries. Find a physician you can build a long-term relationship with as your trusted health care partner.

Learn more about our network of providers and search for your PCP:

- Go to sutterhealthplus.org/providersearch*
- Enter the ZIP code of the area you would like to search and the mile radius
- Within the primary care specialties category, select the type of PCP you want
- Check the box “Show practitioners who are accepting new patients”
- Narrow search results by specialty, medical group, or other criteria
- Or, search for a specific doctor by last name; only physicians in the Sutter Health Plus network will display in the Provider Locator
- Once you have selected a PCP, write the name and Sutter Health Plus provider number on your enrollment form

**To request a print copy of the provider directory, please call Member Services at 1-855-315-5800.*



The screenshot shows the Sutter Health Plus Provider Locator interface. At the top, there's a header with the Sutter Health Plus logo and navigation links for "FIND A PROVIDER" and "PHARMACY". Below the header, the page is titled "Provider Search" and "Provider Locator". A message states: "The Sutter Health Plus network is available to our members for all plans and products offered by Sutter Health Plus." and "Provider Locator information updated as of 01/05/2018." The form includes radio buttons for "Physician" (selected) and "Other Medical Professional", and a radio button for "Facility". There's a "Location:" field with a "City / State / ZIP" input and a location icon. A "Distance:" dropdown is set to "5 miles". Under "Primary Care Specialties:", there's a list with "No Preference" selected, and options for "All Specialties", "Family Medicine", "Internal Medicine", "Obstetrics and Gynecology", and "Pediatrics". Below this are dropdowns for "All Specialties:", "Medical Group Affiliation:", "Hospital Affiliation:", "Languages Spoken: (In addition to English)", and "Practitioner Gender:", all set to "No Preference". There's a "Last Name:" field with "Optional" entered. At the bottom, there's a checkbox for "Accepting new patients" which is checked, and a "Search Doctors" button.



Already a Sutter Health patient?

If your current Sutter-affiliated PCP also participates in the Sutter Health Plus network, you don't need to change physicians—even if the practice is closed to new patients.

Understand your medical group

When you choose a PCP, you also select your physician's medical group. Your PCP refers you as needed to providers within your medical group for specialty care, X-ray, laboratory and other medical services. Many covered services, including visits to specialists, require referrals or prior authorizations from your medical group. If you know you need specialty care and have a specific specialist in mind, check the provider directory to see what medical group the specialist is in. In certain situations, a specialist in the Sutter Health Plus network that is outside your medical group may also be available by referral. Make sure you choose your PCP within that medical group.

If after enrollment you want to change your PCP, call Member Services Monday to Friday, 8 a.m. to 7 p.m. at 1-855-315-5800 or (TTY: 1-855-830-3500), or visit the Sutter Health Plus Member Portal at shplus.org/memberportal.