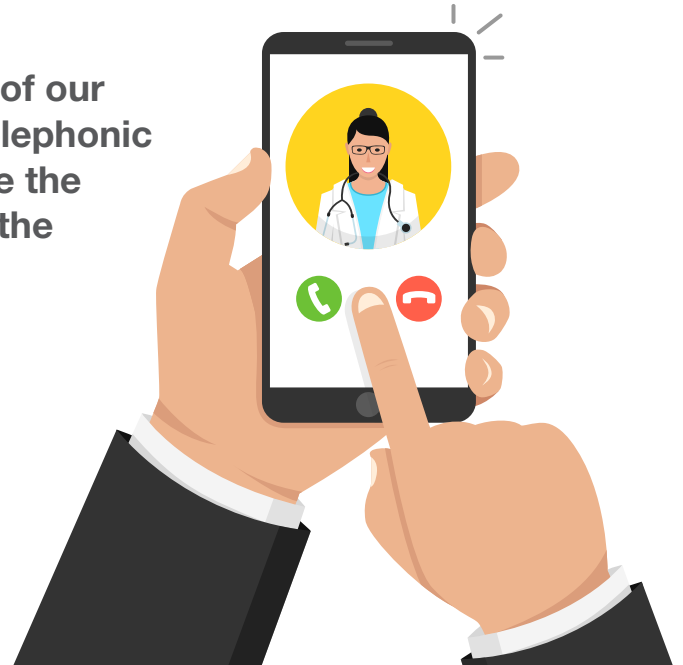


# Care and Coverage During COVID-19

Sutter Health Plus

At Sutter Health Plus, the health and safety of our members remains our top priority. Use of telephonic nurse advice and video visits helps minimize the spread of infection. Please consider one of the following options if you need care.

- 24/7 Nurse Advice Line: Call 1-855-836-3500
- Video Visits: Schedule a same-day video visit, at a \$0 cost-share,\* from 8 a.m. to 8 p.m. through My Health Online (MHO)\*\*



## Book a video visit in 3 easy steps:

Download the My Health Online mobile app from Apple App Store or Google Play. The app provides the best experience but you can also use your computer.



**Log In**

Log in to **MHO** at **[mho.sutterhealth.org](https://mho.sutterhealth.org)**.

Video visits are open to members age 18 months and older.



**Schedule**

Select **“Schedule Video Visit”** and pick a time. Schedule a child video visit through Proxy Access.



**Begin Video Visit**

At the time of your appointment, log into **MHO**. Select your scheduled **Video Visit**. Click **“Begin Video Visit.”**

*\*To support our members during this time, members will have a \$0 cost-share for video visits for covered services from April 1 through December 31, 2020. Additionally, members seeking medically necessary services related to screening and testing for COVID-19 will have a \$0 cost-share from February 4 until further notice, and for treatment related to COVID-19 a \$0 cost-share from February 4 through September 30, 2020. Members are responsible for the appropriate cost-shares for outpatient prescription drugs.*

*\*\*Enroll and activate your MHO account by visiting [mho.sutterhealth.org](https://mho.sutterhealth.org).*

Member Services 1-855-315-5800 | [sutterhealthplus.org](https://sutterhealthplus.org)

M-20-050

 **Sutter Health Plus**  
Your Health Plan