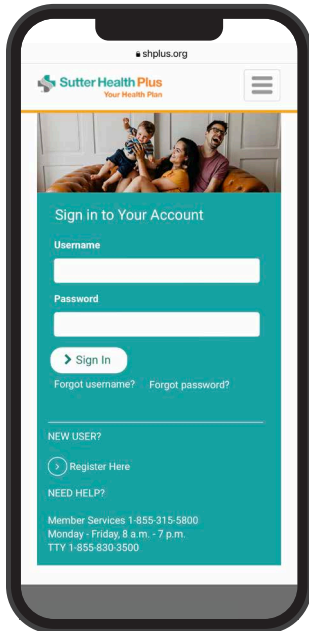


Managing Care and Coverage

Convenient Member Tools



Member Portal – shplus.org/memberportal

We offer a member portal for your convenience. After you register for the portal, you will have easy access from your smartphone, tablet or computer to:

- ✓ Change your primary care physician (PCP)
- ✓ Request or print member ID cards
- ✓ Check your eligibility, benefits, copays, and claims information
- ✓ View, save and print a summary of individual and family deductibles and out-of-pocket balances
 - You will receive monthly statements with balance details. Use the member portal to opt out of receiving these statements
- ✓ Review your *Benefits and Coverage Matrix (BCM)*, *Evidence of Coverage and Disclosure Form (EOC)*, and *Summary of Benefits and Coverage (SBC)* for your medical plan and any of your optional benefits you or your employer elected
- ✓ Navigate to the Health and Wellness site
- ✓ Read and use Sutter Health Plus forms, resources and member newsletter
- ✓ View correspondence
- ✓ Pay your individual and family plan premium through the Sutter Health Plus Online Payment Center

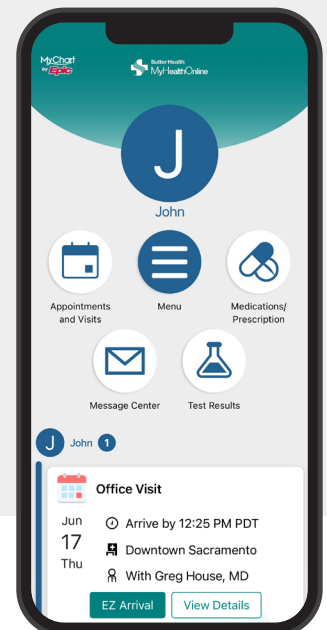
My Health Online – mho.sutterhealth.org

As a Sutter Health Plus member, you can enroll in MHO*, a convenient way to manage your health when and where you want. With MHO, it's easy to stay connected with your care team and have 24/7 access to your health information. You can:

- ✓ Book a video visit
- ✓ Message your care team
- ✓ Make an appointment
- ✓ Sign up for text reminders
- ✓ Sign up for Fast Pass
- ✓ Renew prescriptions
- ✓ View test results
- ✓ Update your health history
- ✓ Pay bills and your copays online
- ✓ Complete EZ arrival for contactless check-in
- ✓ View your hospital stay through Bedside Mobile
- ✓ Invite family or caregiver for proxy access
- ✓ Navigate to your Sutter Health Plus Member Portal

Care Companion-Healthy Pregnancy

If you are pregnant and seeing a maternity care provider who participates in MHO, you have access to a new interactive care plan called Care Companion-Healthy Pregnancy. This feature designed for low-risk pregnancies offers a personalized care plan that guides you through your pregnancy journey. For information, please visit sutterhealth.org/healthypregnancy.



* As a member, you have access to view lab and test results from Sutter facilities, schedule Sutter Walk-In Care, urgent care or video visits, and other MHO features. If your PCP does not participate in MHO, you cannot schedule an appointment or message your PCP through MHO.

The My Health Online App is powered by MyChart® licensed from Epic Systems Corporation, ©1999–2023.