

# Welcome, County of Sonoma!

Sutter Health Plus

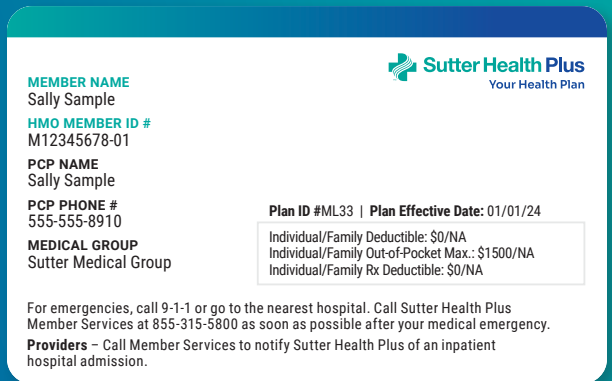


Choosing a health plan is a big decision — we understand. You want comprehensive and affordable healthcare coverage, with access to an award-winning network of providers. You also need a plan that's easy to understand with convenient care options nearby. At Sutter Health Plus, it's all about you — with coverage that never stops.

## Accessing Care

We're here to help! As a new member, you'll receive a Welcome Book full of information to find the right care at the right place, even if that's from your couch. Once enrolled, we'll mail you and your covered family members a member ID card listing your primary care physician (PCP) and other contact information. It's a good idea to schedule an appointment with your PCP as soon as you can to establish care. Your new PCP may have electronic access to your medical records. If they don't, ask your PCP how to request them. We want to make your experience as seamless as possible.

Keep your member ID card handy — you'll need it when accessing care. If you haven't received your member ID card and need care after June 1st, you can call Member Services at **855-315-5800** for your member ID number.



## Pharmacy Benefits

CVS Caremark® will manage your pharmacy benefits, including retail, mail-order and specialty prescriptions. If you aren't already getting your prescriptions from a CVS Caremark network pharmacy, don't worry. Follow these steps to refill or transfer your current prescriptions:

### Step 1: Before June 1, see if you have refills available on your current prescriptions:

- If available, fill them now so you'll have a supply while you establish care with your new Sutter Health Plus provider.
- If you're out, request a refill from your current prescribing provider and pharmacy or request a written prescription to fill at your new pharmacy on or after June 1.
- Check the Sutter Health Plus Formulary to see if prior authorization is needed. If required, read about the Medication Continuity of Care process in your Evidence of Coverage and Disclosure Form.

### Step 2: After June 1, transfer your prescriptions to a CVS Caremark network pharmacy:

- If you have refills available, take your prescription packaging to a CVS Caremark network pharmacy for up to a 100-day supply — they'll transfer your prescription from your previous pharmacy.
- If you have a written prescription, take it to a CVS Caremark network pharmacy for up to a 30-day supply.
- If you have a maintenance prescription, consider CVS Retail-90 or mail order through CVS Caremark Mail Service Pharmacy for up to a 100-day supply, for the cost of a two-month retail supply.
- If you take a specialty prescription, it must be filled through CVS Specialty®.



Just for you is a custom site where you'll find everything you need for managing your care and coverage — from convenient care options to locating doctors and providers and your online portals. Check it out at [sutterhealthplus.org/sonoma-county](https://sutterhealthplus.org/sonoma-county).