



To our members impacted by the Northern California Wildfires:

SutterSelect is dedicated to fully supporting members during what we know is a devastating time. Please read the following to understand how to access your benefits if you have been impacted by the wildfires:

1. Be assured that emergency and urgent care are covered benefits whether obtained in or out of the SutterSelect network.
2. As a SutterSelect member you have access to 24/7 telemedicine services through MDLive. To enroll in MDLive, click here: https://members.mdlive.com/sutterselect/landing_home. To contact MDLive, please call (888) 757-0258. Also, SutterSelect offers 24/7 nurse advice administered by UMR, SutterSelect's third party administrator, which can be accessed by calling (866) 868-1320.
3. As a SutterSelect member you have access to behavioral health services through Optum, both in office and virtually through telemental health. To access care, please call Optum at (855) 809-2012 or go online to <https://www.liveandworkwell.com> (access code: healthy). Telemental health services can be accessed under "Find a Provider", then click "Telemental Health".
4. For the months of October through December 2017, if you live in an area where fire has reduced access to care, you may obtain necessary medical care with an out-of-network provider without a prior certification. The claim will be paid at the in-network benefit level. For questions about this policy, which SutterSelect may extend if access issues continue, please call (866) 868-1320.
5. If you need a replacement SutterSelect ID card, you can obtain one on-line at <https://member-sutterselect.tpa.com/tpa-ap-web/> or by calling (866) 868-1320.
6. If you do not have access to your durable medical equipment, or if it was destroyed, UMR will authorize a replacement. Please call (866) 868-1320.
7. If your usual pharmacy is closed, call one that is open nearest you for your prescription. During a State of Emergency, pharmacists may be able to furnish needed medications without a prescription. You can also call MedImpact at (844) 599-4064 to assist with any benefit overrides required to process your prescription.
8. If your place of residence and contact information has changed from what is listed in Lawson, please call the Sutter Health Employee Line at (855) 398-1631 to update your contact information so that you can continue to receive important updates.