

Broker Insights

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Sutter Health Plus has news and resources for you and your clients.
Please read on and share this important information.



Open Enrollment for Individual and Family Plans

The annual open enrollment period for Individual and Family Plans (IFP) begins Nov. 1, 2024 and ends Jan. 31, 2025. On November 1, members and prospective members can view the latest information about our plans, rate guide and more by visiting sutterhealthplus.org/individual-family.

IFP and Small Group Renewal Packets

Looking for your clients' IFP and small group renewals? Renewal packets are available on the [Broker Portal](#) under Other Correspondences. IFP renewal packets are available 15 days prior to the beginning of open enrollment, and small group renewals are available 90 days prior to the renewal effective date.

Small Group Submission Process

Your small group clients have a variety of benefit plan design options with Sutter Health Plus. Please visit the [Small Group Enrollment](#) page to view the steps for submitting a new small group.

Ways to Submit New Member Enrollments

During the fall open enrollment season, employer groups or their vendors can submit new member enrollments, renewing member enrollments or changes to existing member enrollment in one of the following three ways:

1. **Electronic Data Interchange (EDI)** files after formal completion of an EDI implementation through either the employer group or their EDI vendor. There is no minimum subscriber amount for groups to submit EDI files. Please allow four to six weeks for new EDI implementation. For questions regarding EDI implementation, please contact an account manager or the EDI Team at support@sutterhealth.org.
2. **Comma-Separated Value (CSV)** using our [Enrollment CSV template](#). The template includes instructions and sample data as an example. We

request no alterations to the template. There is no minimum subscriber amount for groups to submit CSV files.

3. **Employee Enrollment/Change Form** for [large and small groups](#).

Universal Enrollment Forms (UEF) are accepted with approval from Sutter Health Plus prior to use. Those enrolling in an IFP may submit a completed and signed IFP Enrollment/Change Form during open enrollment or within 60 days of a qualifying event for special enrollment.

Completed files and forms can be sent securely to the Enrollment department at shpenrollmentmailbox@sutterhealth.org.

High-Deductible Health Plan Flyer

As your clients compare plan options, you may notice that some may be interested in a High-Deductible Health Plan. We know that HDHPs can be confusing, so we've created a flyer to help your clients understand them better to help them anticipate costs.

View the HDHP flyer [here](#).

Reminder: No-Cost Flu Vaccines Now Available

Getting a yearly flu vaccine is the best way to protect against influenza and prevent spreading the illness to others. The ideal time to get vaccinated is now through November. This year's flu vaccines are available at no cost for members 6 months and older at the following locations:

1. **Sutter flu vaccine clinic:** Members 6 months and older can schedule an appointment through [My Health Online](#) or call 844-987-6115.
2. **Network pharmacies:** Members should call ahead to check for availability and ask if they need to schedule an appointment.
3. **Primary care physician offices:** Members can receive their flu vaccine at their doctor's office when they are there for an appointment for another reason. An office visit copay may still apply but the flu vaccine is covered at no cost.

Please also share our [Flu Vaccine Flyer](#) with your clients.

Reminder: Employer Change and Termination Request Forms

An [Employer Change Request Form](#) is available to help streamline the process of notifying the health plan of employer group changes, such as company address or contact information. Please note: this form is not used to make membership changes such as adding, removing or changing member information.

Additionally, an [Employer Termination Request Form](#) is available for groups terminating group coverage with Sutter Health Plus. We highly encourage this comprehensive termination form to be submitted at least 30 days before the requested termination date.

Monthly Engagement Toolkit by Optum

To support members' health and wellbeing, Optum is offering a monthly engagement toolkit that includes timely content and resources.

The **October engagement toolkit focuses on parenting and caregiving**, including resources and tools to support the health and wellbeing of members.

Instructions for employers:

1. Go to yousupported.com and click on the "Organization and employer resources" tile.
 2. Enter your company access code: sutter
 3. Review this month's engagement toolkit.
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Sutter Health Plus Holiday Hours

Sutter Health Plus will be closed on the following dates this holiday season:

- Thanksgiving Day – Thursday, November 28

- Christmas Day – Wednesday, December 25
- New Year’s Day – Wednesday, January 1

During closures, brokers, employers and members will still have access to assistance weekdays from 8 a.m. to 7 p.m.

- Account Services is available at 855-325-5200 for brokers and employers.
- Member Services is available at 855-315-5800 for members and prospective members.

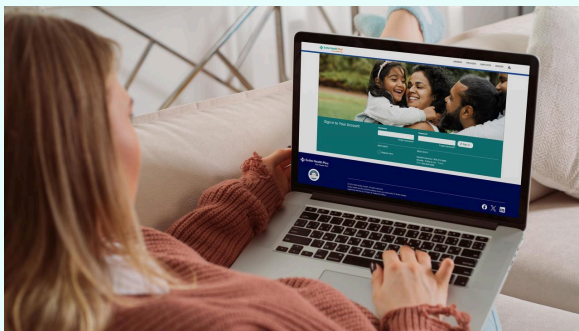
Here for You

We know that in many cases you are employers’ sole source of health benefit information. It is our goal to be the health plan of choice for you and your clients. We appreciate your business, and we are here to make your job easier.

The [Sutter Health Plus Sales team](#) is here for you.

Sutter Health Plus Newsroom

The following articles are published in the [Sutter Health Plus newsroom](#) and shared across our social media channels. Please also share the articles with your clients.



Managing Care with the Member Portal

Finding information at a moment’s notice has become



Stay Healthy This Cold and Flu Season

Now that fall is here, it’s the perfect time to prepare for the

increasingly easier through smart technology – and that ease includes health plan information. Sutter Health Plus offers a convenient, user-friendly platform to help members manage their healthcare anytime, anywhere.

[Read More](#)

upcoming cold and flu season – one of the most important steps is getting the annual flu vaccine. Vaccinations protect more than just the individual getting it. It safeguards their family, coworkers and those in their community who may be more vulnerable.

[Read More](#)

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