

Broker Insights

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Dec. 12, 2024

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



Sutter Health Welcomes Aparna Abburi

We are excited to have Aparna Abburi join our team as the Senior Vice President, Population Health and Health Plan Services and CEO of Sutter Health Plan. Aparna brings nearly 25 years of healthcare experience, including leadership roles at Cigna, Centene, and UnitedHealth Group,

where she developed a proven track record of improving results and building strategic initiatives.

Aparna will be focusing on growing and expanding the health plan fostering a best-in-class experience and high level of engagement for our health plan members, as well as collaborating closely with employers and brokers.

[Read more](#) about her impressive background and her goals for her new role at Sutter.

Year-End Reconciliation

As you assist clients with year-end payment reconciliation, the [Broker Portal](#) provides 24/7 access to view billing information, including the ability to:

1. View and export your clients' past 12 months of premium bills.
 2. View and export your account roster and member rosters.
 3. Submit a "Request for Assistance" for billing information details such as invoices, current balances or invoice discrepancies.
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Termination Process for IFP Coverage

For timely termination of coverage and to ensure accurate billing, IFP members or their broker must email or fax a signed [IFP Termination Form](#) to:

1. Email: shpifp@sutterhealth.org
 2. Fax: 916-736-5090
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Reminder: 2024 Premium Reporting for Employers

The Consolidated Appropriations Act of 2021 (Section 204) requires insurance companies and employer-based health plans to submit information to the federal government about premiums and cost-sharing.

To meet this requirement, employer groups must submit information to Sutter Health Plus regarding the average monthly premiums paid on behalf of enrollees and the amount paid by enrollees each year.

For calendar year 2024 reporting, we will have an online Premium Reporting Form for employers, or their brokers, to conveniently submit the

required information. Please be on the lookout for the form availability in January. We appreciate early reporting, if possible, with submissions due no later than March 1, 2025.

Conflict of Interest Policy

Sutter Health's Conflict of Interest Policy prohibits our employees from accepting gifts or other items of value beyond what is included in contractual agreements. This includes accepting gifts from brokers, partners and employers, such as gift baskets, gift cards, entertainment, meals and even branded pens or mugs.

We value the strong relationships we've built with our brokers and employers and appreciate the spirit of generosity that motivates offering gifts – especially common during the holiday seasons. However, we are mindful of the impact of perceptions and hold ourselves accountable to our organization's strong values. We are also accountable to the communities we serve and our not-for-profit mission. Thus, our employees must decline any gifts. Thank you for your cooperation and understanding.

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 **December engagement toolkit focuses on celebrating your achievements from the past year**. This month includes resources to set

optimistic intentions and tips on how to manage expectations and boundaries to enhance mental health and wellbeing in the year ahead.

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.

Sutter Health Plus Holiday Hours

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

- 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.



Creating a Healthy Life-Work Balance

When it feels like there's a hundred and one things to do, balancing work, family and everything in between can seem nearly impossible. And sometimes, it can feel like one area in life is doing better than others. In a world that never seems to slow down, finding a healthy life-work balance is crucial for safeguarding both mental and physical well-being.

[Read More](#)

Sutter Health Plus Network Hospitals Receive High Marks in Fall 2024 Hospital Safety Grades

Twenty Sutter Health Plus network hospital campuses received an "A" Hospital Safety Grade from The Leapfrog Group, a national nonprofit focused on patient safety. An additional five hospital campuses in the network earned a "B" grade for prioritizing patient safety and helping protect patients from preventable harms and errors.

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