


YOUR TRUSTED PARTNER

Choosing a Primary Care Physician

A photograph of a man and a woman embracing warmly outdoors. The man is on the right, wearing a blue denim jacket, and the woman is on the left, wearing a striped shirt. They are both smiling and looking at each other. The background is slightly blurred, showing what appears to be a building entrance.

When you enroll in Sutter Health Plus, you and each covered family member selects a primary care physician (PCP). Your PCP is your health care advocate—providing or coordinating most of your care such as routine exams, preventive care and treatment for illnesses and minor injuries. Find a physician you can build a long-term relationship with as your trusted health care partner.

TYPES OF PCPs



Family Medicine



Internal Medicine



Pediatrics



OB/GYN*

Learn more about our network of providers and search for your PCP:

- Go to sutterhealthplus.org/providersearch**
- Enter the ZIP code of the area you would like to search and the mile radius
- Within the primary care specialties category, select the type of PCP you want
- Check the box “Show practitioners who are accepting new patients”
- Narrow search results by specialty, medical group, or other criteria—even last name if you’re looking for a specific doctor
- Once you have selected a PCP, write the Sutter Health Plus provider ID number and the provider’s name on your enrollment form

The screenshot shows the Sutter Health Plus Provider Locator search interface. At the top, it says "Sutter Health Plus Your Health Plan" and "FIND A PROVIDER PHARMACY". Below that, it says "Provider Search". The main heading is "Provider Locator". A message states: "The Sutter Health Plus network is available to our members for all plans and products offered by Sutter Health Plus. Provider Locator information updated as of 07/27/2018." There are three radio buttons for "Physician" (selected), "Other Medical Professional", and "Facility". The "Location:" field is "City / State / ZIP" with a location pin icon. The "Distance:" field is "5 miles". The "Primary Care Specialties:" dropdown menu is open, showing options: "No Preference", "All Specialties", "Family Medicine", "Internal Medicine", "Obstetrics and Gynecology", and "Pediatrics". Other dropdown menus include "All Specialties:", "Medical Group Affiliation:", "Hospital Affiliation:", "Languages Spoken: (in addition to English)", "Practitioner Gender:", and "Last Name:". There is a checkbox for "Accepting new patients" and a "SEARCH DOCTORS" button.

Already a Sutter Health patient?

If your current Sutter-affiliated PCP also participates in the Sutter Health Plus network, you don't need to change physicians—even if the practice is closed to new patients.

Understand your medical group

When you choose a PCP, you also select your physician's medical group. Your PCP refers you as needed to providers within your medical group for specialty care, X-ray, laboratory and other medical services. Many covered services, including visits to specialists, require referrals or prior authorizations from your medical group. If you know you need specialty care and have a specific specialist in mind, check the provider directory to see what medical group the specialist is in. In certain situations, a specialist in the Sutter Health Plus network that is outside your medical group may also be available by referral. Make sure you choose your PCP within that medical group.

If after enrollment you want to change your PCP, call Sutter Health Plus Member Services available Monday through Friday, 8 a.m. to 7 p.m., at 1-855-315-5800 or (TTY: 1-855-830-3500) or visit the Sutter Health Plus Member Portal at shplus.org/memberportal

*Some OB/GYNs may be available as a PCP.

**To request a print copy of the provider directory, please call Member Services at 1-855-315-5800.