



To our members impacted by the Arkansas Tornados:

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 Arkansas tornados:

1. Be assured that emergency and urgent care are covered benefits whether obtained in or out of the SutterSelect network. For SutterSelect customer service assistance call your MyQHealth Care Coordinators at 1-888-552-1355.
2. As a SutterSelect member you have access to 24/7 telemedicine services through MDLIVE. To enroll in MDLIVE, click here: mdlive.com/sutterselect. To contact MDLIVE, please call 1-888-757-0258. Also, SutterSelect offers all members 24/7 nurse advice which can be accessed by calling 1-888-552-1355.
3. As a SutterSelect member you have access to behavioral health services both in-office and virtually through telemental health. To access care, please call your MyQHealth Care Coordinators at 1-888-552-1355 or search on the SutterSelect member portal at mysutterselect.com.
4. Through May 31, 2023, if you live in an area where the tornados have 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 1-888-552-1355.
5. If you need a replacement SutterSelect member ID card, you can obtain one online at mysutterselect.com or request one by calling 1-888-552-1355.
6. If you do not have access to your durable medical equipment, or if it was destroyed, SutterSelect will authorize a replacement. Please call 1-888-552-1355.
7. If your usual pharmacy is closed, call one that is open nearest you for your prescription. Go to <http://info.caremark.com/oe/sutterselect> and use the "Pharmacy Locator" Tool to find an in-network pharmacy closest to you. During a declared emergency, pharmacists may be able to furnish an emergency supply of needed medications without a prescription. You can also call CVS Caremark Customer Service 24/7/365 at 1-844-757-0410 or your MyQHealth Care Coordinators at 1-888-552-1355 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 Workday, please call the Sutter Health Employee Line at 1-855-398-1631 to update your contact information so that you can continue to receive important updates.