



Welcome to the Sutter Health Institute for Health & Healing, Sacramento! We look forward to serving you on your healing journey, and we hope that you will find compassion, kindness, and healing while you are with us.

So that we can be as effective as possible with your care, we want to be sure that you are familiar with your medical insurance and with what it covers; we ask that you do the following:

- **Please be sure you know which lab sites, radiology sites, etc are covered by your insurance company.** For example, not all insurance companies cover Sutter labs; some may require you to go to Quest or LabCorp. Please let us know which lab you need to use.
- Please be sure you know if your insurance has any restrictions on lab tests that they will pay for. For example, some insurance companies will only cover some labs if they are ordered as part of a preventive workup or annual exam; please let your clinician know if this is the case. Some insurance companies may also not cover special tests, such as genetic tests. If you are not sure what your insurance company covers, please contact them prior to getting any tests done so that you are not billed for them. We cannot be responsible for any bills that you may receive for uncovered services.
- If you have a PPO insurance plan with a high deductible, and you have medical treatment or any testing done at Sutter, you may receive a bill for the entire amount of your medical care until you meet your deductible. Again, please be sure you understand the coverage and limitations of your insurance plan.

If you have any questions, please be sure to ask our staff for assistance. Thank you, and we look forward to serving you!

The Institute for Health & Healing clinicians and staff