



You have a condition you are being treated for. You have a great doctor who is in network! Then your coverage changes and that great doctor isn't in network anymore. You don't want to start treatment all over again or go through the steps to transition all that medical history to a new provider. Maybe you even have a surgery or treatment plan scheduled. What are your options?

Many insurance providers have a plan for Continuity of Care. For this identified issue with your identified provider, treatment can continue. However, any other conditions must be cared for by an in network provider to be covered.

THE FORM I NEED: You will need to complete the **Continuity of Care Request form**.

WHAT IS COVERED: Conditions that may qualify for continuity of care include:

- Acute or serious chronic conditions
- Pregnancy and immediate postpartum care
- Terminal illness
- Care for child age 0-36 months
- Scheduled procedure

See form for further details on each of these conditions.

I HAVE MORE THAN ONE CONDITION/PROVIDER: Up to three provider requests can be made per form.

WHEN I NEED TO SUBMIT MY REQUEST: If you are a newly enrolled member, you can request Continuity of Care up to 30 days before, or 60 days after, your Sutter Health Plus coverage effective date.

If you are an established member, you must request Continuity of Care within 60 days of the date your provider leaves the Sutter Health Plus provider network

WHO CAN I CONTACT: If you have questions about COC or filling out the COC form, please call Sutter Health Plus Member Services at 1.855.315.5800