HOW CAN WE HELP YOU?

Small Group Account Management Contacts

Stacey Clapsaddle ***Account Manager***
Office: (916) 643-1201| Mobile: (916) 591-6075
ClapsaS@sutterhealth.org

Rochelle Nonog ***Sales Coordinator***
Office: (916) 643-1236
NonogR1@sutterhealth.org

Account Services
855-325-5200
shpaccountservices@sutterhealth.org

Billing
Premium Payments
Sutter Health Plus
P. O. Box 740143
Los Angeles, CA 90074-0143

Billing Questions
shpbilling@sutterhealth.org

Correspondence Address
Sutter Health Plus
P.O. Box 160307
Sacramento, CA 95816

Enrollment Forms, Termination and Change Requests
Fax: 916-736-5426
shpenrollmentmailbox@sutterhealth.org

- Paper forms require five to seven business days to display eligibility in all systems

Additional Resources

Junaid Khan ***Sales Director***
Office: 916-643-1209 | Mobile: 916-217-8594
khanj1@sutterhealth.org

Member Services
855-315-5800
Monday through Friday, 8 a.m. to 7 p.m.

- Verify eligibility and status of add, termination and change requests
- Request member ID cards
- Change primary care physicians
- Understand claims or bills

Online Tools
Broker Portal: *shplus.org/brokerportal*
Employer Portal: *shplus.org/employerportal*
Member Portal: *shplus.org/memberportal*

Nurse Advice Line
855-836-3500
24-hours a day, seven days a week

U.S. Behavioral Health Plan, California (USBHPC)
855-202-0984
liveandworkwell.com

Vision Service Plan (VSP)
800-877-7195
vsp.com

Delta Dental
800-422-4234
deltadentalins.com

Express Scripts®
877-787-8661
express-scripts.com

Sutter Health Plus
Your Health Plan