



Sutter Health Plan Overview

September 15, 2026



Sutter Health Plan and CalPERS share a commitment to improving access to high-quality care and coverage while delivering a seamless experience that puts members first.

CalPERS Strategic Goals	
 QUALITY	Ensure our members receive high-quality care.
 ACCESS	Ensure our members have access to care when and where they need it.
 AFFORDABILITY	Ensure the care we provide is affordable.
 EQUITY	Ensure our members receive equitable care.

Sutter Health Plan Strategic Goals	
 QUALITY	Deliver high-quality coverage with access to award-winning care.
 ACCESS	Expand access to Sutter's trusted doctors, clinicians and hospitals close to home.
 WHOLE-PERSON CARE	Connect care and coverage to support better health.
 EQUITY	Improve the health and wellness in the communities we serve.

An Integrated Approach to Care and Coverage for CalPERS Members



By bringing care and coverage together, Sutter Health Plan connects members to the right care at the right time through a more coordinated experience.

Delivering comprehensive, coordinated care management across the health and wellness continuum to support whole-person care.



Who

Interdisciplinary Team

- Nurses
- Social Workers
- Dietitian
- Pharmacists
- Health Coach
- Chaplain
- Health Care Coordinators
- Program Support



What

Complex Care Management (proactive)

+

Transitional Care Management (reactive)



How

Predictive Modeling

Hospitalization, readmission and condition-specific risk scores.

Compass Rose

A single documentation and care management platform.

Impact



(Re)Admissions



ED visits



Total cost of care



Patient satisfaction

Member Service Experience

Member Services

Dedicated Sutter Health Plan employees who handle all in-bound telephone calls & emails

98.4%

Customer
Satisfaction

97.1%

Call Quality

84.5%

First Call
Resolution

Provider and Member Services are part of one overall department to enable collaboration and seamless coordination

Sutter Health Plan's 2027 CalPERS Service Area

- Placer County
- Sacramento County
- San Joaquin County
- Solano County
- Stanislaus County
- Yolo County



2027 Implementation Update

2027 implementation continues to advance across key priorities, with meaningful progress in enrollment readiness, care continuity, behavioral health coordination, and digital readiness.



**Open Enrollment
Readiness**



**Primary Care
Physician Continuity**



**Behavioral Health
Coordination**



Digital Readiness

Thank You

