

Helping create personalized, virtual first primary care through Tera.

What is Tera?

Tera is a virtual-first primary care service built on Sutter Health's clinical platform. It is highly customizable to the member, providing flexible and comprehensive primary care services, including:

- A care team consisting of a primary care physician (PCP), an advanced practice clinician, a nurse practitioner and a registered dietitian
- Virtual and in-person appointments with the member's care team, allowing members to engage online and follow up in person when appropriate
- Nutrition guidance with a registered dietitian
- Support navigating other health and behavioral health specialists and services
- Same-day prescription home delivery

How much does Tera cost?

- No extra cost to members

Who is eligible for Tera?

Tera is available to all Sutter Health | Aetna members who:

- Are over the age of 18
- Reside within the Santa Clara, San Mateo, San Jose, San Francisco, and Contra Costa service area
– Additional locations coming 2021

How members can enroll in Tera?

- Tera is available to members via Sutter Health | Aetna's care navigation platform operated by Docent
- Members can submit a request via:
SutterHealth.org/hellotera

What are the benefits of Tera?

Tera serves as a member's single point of contact for most health issues, helps members schedule specialty care appointments, and works closely with doctors to ensure continuity of care. It also increases member access to a care team via text, personalized messaging, and video visits.

Tera is designed to help members reduce their total cost of care by experiencing fewer:



Hospital admissions



Emergency room visits



Out-of-network visits

FAQs:

- 1 What if a member already has a PCP? Will a member lose their current PCP?**
Yes, if a member already has a PCP and signs up for Tera, their PCP assignment will change to a Tera PCP.
- 2 Does this integrate with other providers or non-Sutter providers?**
Yes, Tera helps Sutter Health | Aetna members connect to other providers.
- 3 Are there additional copays or costs to see a registered dietitian?**
No, there are no additional copays or costs for a member.

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