

## 3 - Frequently Called Numbers

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Below is a listing of frequently called numbers. The departments listed below are described in greater detail throughout the provider summary guide.

### 3.1 ACCESS CENTER

Telephone	(702) 242-7330
Toll free	(800) 288-2264
Telephone Advice Nurse (TAN)	(702) 242-7330
Fax	(702) 242-7025

*Business Hours: 7 days/week, 24 hours/day Pacific Standard Time*

### 3.2 BEHAVIORAL HEALTHCARE OPTIONS

Las Vegas Prior Authorization	(702) 364-1484
Toll free and Mohave County	(800) 873-2246
Fax	(702) 341-7681

*Business Hours: Mon- Fri, 8am – 5:00pm Pacific Standard Time*

### 3.3 CASE MANAGEMENT

Telephone	(702) 242-7423
Toll free	(877) 692-2058
Fax	(702) 667-4684
Transplants	(702) 240-8917

*Business Hours: Mon. – Fri., 8 a.m. – 5 p.m. Pacific Standard Time*

### 3.4 HOSPITAL CASE MANAGEMENT

**For Members in area:**

Admit Notification	(702) 242-7770
Concurrent Review	(702) 797-2100
Toll free	(877) 487-6659

**For Members out-of-area:**

Notification of Admission	(800) 365-9687
Utilization Review	(800) 216-7525
Fax Number (Clinical Data)	(702) 800-8168

*Business Hours: Mon. – Fri., 8 a.m. – 5 p.m. Pacific Standard Time*

### 3.5 MEMBER SERVICES DEPARTMENT

Health Plan of Nevada	(800) 777-1840
MyHPN (on exchange plan)	(877) 752-8026
MyHPNSolutions (Off Exchange plan)	(888) 293-6831
HPN Medicaid and Nevada CheckUp	(800) 962-8074
TTY	711
Fax	(702) 240-6281

## 2020 HPN Provider Summary Guide

**Interactive Voice Response System** (24 hours 7 days a week)  
HPN (702) 242-7724  
(800) 768-2808

*Business Hours: Mon. – Fri., 8 a.m. – 5 p.m. Pacific Standard Time*

### 3.6 **PROVIDER SERVICES**

**Medical:**

Telephone	(702) 242-7088
Toll free	(800) 745-7065
Fax	(702) 242-9124

**Dental:**

Las Vegas area	(702) 242-7086
Toll free	(866) 253-8378
Fax	(702) 242-9124

*Business Hours: Mon. – Fri., 8 a.m. – 5 p.m. Pacific Standard Time*

### 3.7 **PHARMACY SERVICES**

Telephone	(702) 242-7050
Toll free	(800) 443-8197
Fax	(702) 242-6751
	(702) 341-7566
Fax Toll free	(800) 997-9672
	(877) 219-1612

*Business Hours: Mon. – Fri., 8 a.m. – 5 p.m. Pacific Standard Time*

### 3.8 **PRIOR AUTHORIZATION**

Phone	(702) 243-8499
Phone Toll free	(800) 288-2264
	(888) 224-4036
Fax	(702) 838-8297
	(702) 304-7411
Fax Toll free	(800) 282-8845

*Business Hours: Mon. – Fri., 8 a.m. – 5 p.m. Pacific Standard Time*