



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company



SIERRA HEALTH AND LIFE
A UnitedHealthcare Company

Online Provider Center Tutorial Dashboard/Member Search

Dashboard

The **Dashboard** feature saves time by remembering the most **Recent Claims** and **Recent Members** that were searched for.

The dashboard header includes the Health Plan of Nevada logo and the text "HEALTH PLAN OF NEVADA SIERRA HEALTH AND LIFE". On the right, there is a "TIN:" field and a user profile icon.

The left sidebar navigation menu contains the following items:

- Dashboard
- Members
- Claims
- Claim Doc Requests
- EOP Search
- Referrals/Prior Authorizations
- Provider Demographics
- Rx Prior Authorizations

The main content area features an urgent notice: "Urgent: Online Provider Center will have scheduled maintenance this weekend from Friday, August 21 at 7:00pm until Saturday, August 22 at 5:00pm."

Below the notice are two data tables:

| Claim Number | Member Number | Status | Claim Type |
|--------------|---------------|--------|------------|
|--------------|---------------|--------|------------|

| Member Number | First Name | Last Name | Date of Birth | As of Date |
|---------------|------------|-----------|---------------|------------|
| | | | | 9/14/2020 |
| | | | | 9/2/2020 |
| | | | | 9/2/2020 |
| | | | | 9/2/2020 |
| | | | | 9/2/2020 |

At the bottom of the sidebar, there is a "News" section with a "News Item" link and a "Read More" button.

Member Search

The screenshot shows the 'Member Search' page of the Health Plan of Nevada. The top navigation bar is dark blue with the logo on the left, 'TIN: [redacted]' in the center, and a user profile icon on the right. A left sidebar contains a menu with items: Dashboard, Members (expanded), Member Search (highlighted), Claims (indicated by a red arrow), Claim Doc Requests, EOP Search, Referrals/Prior Authorizations, Provider Demographics, and Rx Prior Authorizations. Below the menu is a 'News' section with a 'News Item' and a 'Read More' button. The main content area is titled 'Member Search' and features a search bar at the top right with the placeholder text 'Search Members with Member Number'. Below the search bar are radio buttons for search criteria: Member Number (selected), Medicaid ID, Member Name, Social Security #, and SMA MRN. An 'Effective Date' field is set to '9/14/2020'. A 'Member Number *' input field is present, followed by 'Search' and 'Reset' buttons.

Member Search Continued:

Members can be found by using various search criteria:

- **Member Number**
- **Medicaid ID (State assigned)**
- **Member Name**
- **Social Security #**
- **SMA MRN**

Member Search

Member Number Medicaid ID Member Name Social Security # SMA MRN

Effective Date
9/14/2020 

Member Number *

Note: The **Effective Date** will default to the current date. If you are looking for historical data, you will need to change the date. If a member terminated prior to the date entered, the member will not display.

Member Search Continued:

This screen allows you to access individual members eligibility information which includes, but is not limited to the following:

- **Deductible/Accumulators**
- **Cost Share** (Copay information)
- **ID Cards**
- **Claims**
- **Prior Authorizations** (detailed notes must still be obtained under the Search and Manage features to work Referrals and Prior Authorizations)
- **Referrals** (detailed notes must still be obtained under the Search and Manage features to work Referrals and Prior Authorizations)
- **Case Management**

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TIN: [REDACTED]

| Name | Member Number | As of Date | Gender | Date of Birth | Group Name |
|------------|---------------|------------|--------|---------------|------------|
| [REDACTED] | [REDACTED] | 09/14/2020 | M | [REDACTED] | [REDACTED] |

Dashboard

Members

- Member Search
- Member Summary
- Deductible/Accumulators**
- Cost Share
- ID Card
- Claims
- Prior Authorizations
- Referrals
- Cases

Member Summary

Member Information

| | | | |
|---------------|---------------------------|------------------|------------|
| Name | [REDACTED] | Effective Date | 09/01/2018 |
| Date of Birth | [REDACTED] | Line of Business | HPN Nevada |
| Gender | [REDACTED] | PCP | [REDACTED] |
| Member Number | [REDACTED] | | |
| Products | MEDICAL, PHARMACY, DENTAL | | |

Deductibles

| Calendar Year Deductible | You've used |
|--------------------------|---|
| Member | You've used \$0.00 out of a max of \$1,000.00 |
| Family | You've used \$0.00 out of a max of \$2,000.00 |

Out-of-Pocket

| Calendar Year Out of Pocket Maximum | You've used |
|-------------------------------------|--|
| Member | You've used \$0.00 out of a max of \$6,850.00 |
| Family | You've used \$0.00 out of a max of \$13,700.00 |

Calendar Year Manual Manipulation Maximum

| | |
|--------|---|
| Member | You've used 0 out of a max of 20 visits |
|--------|---|

Member Search Continued:

The **Cost Share/Member Copay Information** displays as a **list** or by **category** which allows the user to print when necessary and supports Medical, Dental or Pharmacy information when applicable to the member's coverage.

The screenshot shows the 'Member Copay Information' page in the member portal. The header includes the Health Plan of Nevada Sierra Health and Life logo and a TIN field. The member details section shows the following information:

| Name | Member Number | As of Date | Gender | Date of Birth | Group Name |
|------------|---------------|------------|--------|---------------|------------|
| [REDACTED] | [REDACTED] | 09/14/2020 | M | [REDACTED] | [REDACTED] |

The main content area features a 'Member Copay Information' title with a print icon and a search bar. Below this are three tabs: 'Medical Copay' (selected), 'Dental Copay', and 'Pharmacy Copay'. The display format is set to 'Display as a list' (selected) with a 'Display by category' option. The 'As of Date' is 9/14/2020. A 'Search' button is present. The table below shows copay amounts for various care options:

| Care Options ↑ | HMO Plan Provider | PPO Plan Provider | Non Plan Provider |
|---------------------|-------------------|-------------------|-------------------|
| 24/7 Advice Nurse | \$0 | \$0 | \$0 |
| 24/7 Virtual Visits | \$0 | Not Covered | Not Covered |
| 24/7 Virtual Visits | \$0 | Not Covered | Not Covered |
| Ambulance | \$750 After CYD* | Not Covered | \$750 After CYD* |

Member Search Continued:

The **ID Card** feature allows the user to view the member's card and **Print ID Card** as needed.

Member ID Card

Please select an as of date to retrieve card. You can print the card by clicking the **Print ID Card** button.

Effective Date *
9/14/2020

Retrieve **Print ID Card**

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HMO PLAN

Health Plan: [Redacted]
Member ID: [Redacted] Group Number: [Redacted]

Member: [Redacted] **YOU MUST SEE YOUR PCP FOR ROUTINE CARE**

Benefit Code: Medical Rx [Redacted] Payer ID [Redacted]

OPTUMRx

Rx BIN: [Redacted]
Rx GRP: [Redacted]
Rx PCN: [Redacted]

Rx Cost share tiers: I / II / III
Rx Cost shares: \$20/\$50/\$75
Rx Deductible may apply.

Effective Date 09/01/2018

Copay: Office /Spec Tier I \$20 /\$40

Underwritten by Health Plan of Nevada, Inc.

In a life-threatening emergency, call 911 or go to an emergency room. Printed: 08/20/18

Card does not guarantee coverage. Obtain prior authorization or verify benefits at www.myHPNOnline.com or call Member Services.

Member Services: 1-877-813-2316
24 Hour Advice Nurse: 1-800-288-2264
Mental Health/Substance Abuse: 1-800-873-2246

For Providers: www.myHPNOnline.com 1-877-813-2316
Medical Claims: HPN Claims, PO Box 15645, Las Vegas, NV 89114-5645

UHC CHOICE PLUS NETWORK
EMERGENCY SERVICES ONLY
OUTSIDE NEVADA SERVICE AREA

Pharmacy Claims: OptumRx, PO Box 29044, Hot Springs, AR 71903
For Pharmacists: 1-800-443-8197

Member Search Continued:

Claims/Claims Search

- View and print claim status and detailed claim information.

Claims Doc Requests

- Allows users to search for claim recons that they have submitted.

Referrals/Prior Authorizations

- Create a new referral or prior auth for member- select **Referral/Prior Authorizations**.
- View member specific prior authorizations- select **Prior Authorizations** under **Member Search** feature.
- View referral history – select **Referrals** under **Member Search** feature.

