



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company



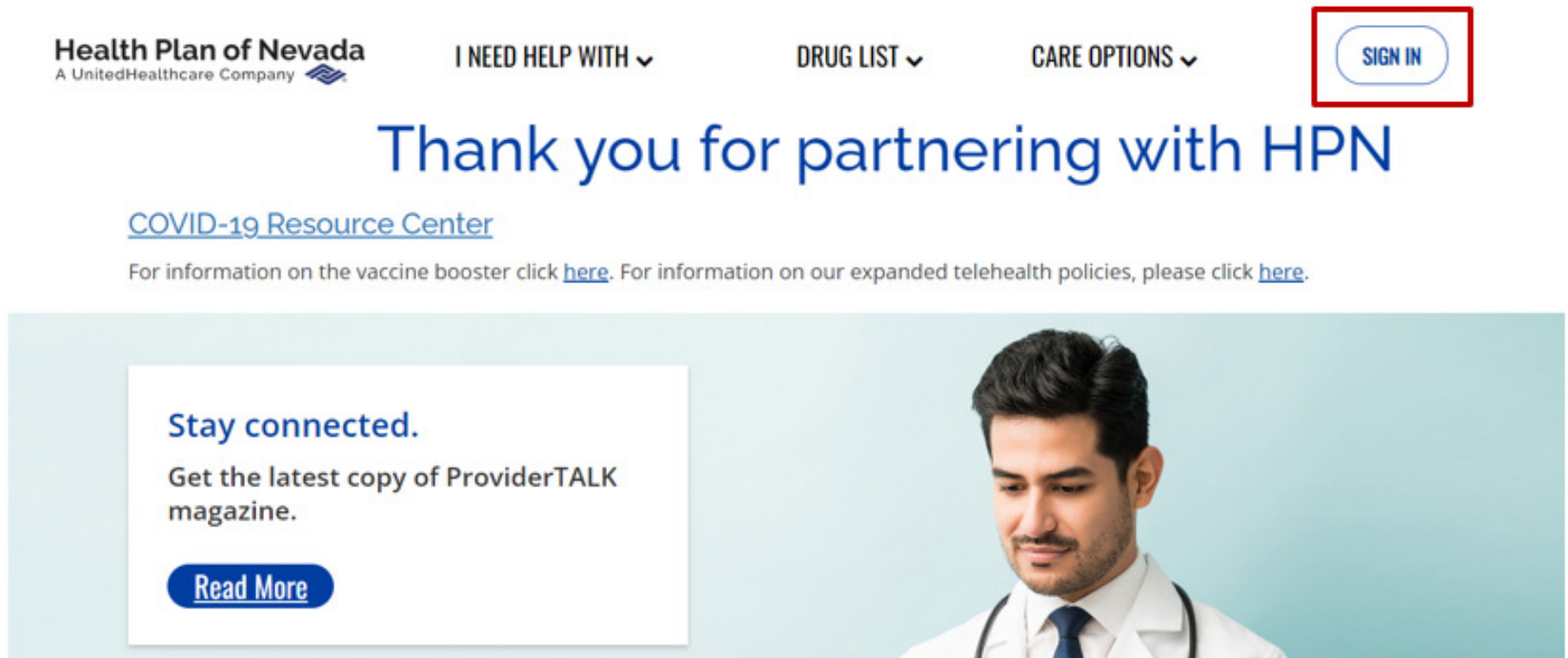
SIERRA HEALTH AND LIFE
A UnitedHealthcare Company

Online Provider Center Tutorial

Accessing the Online Center

Accessing the Online Provider Center

1. Enter one of the following URLs (web site address) - HPN <https://healthplanofnevada.com/Provider> or SHL <https://sierrahealthandlife.com/Provider>. This will take you to HPN's home page. Be sure to bookmark this site for easy access in the future (if accessing SHL's home page the screen will indicate Sierra Health & Life).
2. Select "SIGN IN"



The screenshot shows the top navigation bar of the Health Plan of Nevada website. The logo on the left reads "Health Plan of Nevada" with the tagline "A UnitedHealthcare Company" and a small icon. To the right of the logo are four menu items: "I NEED HELP WITH" with a dropdown arrow, "DRUG LIST" with a dropdown arrow, "CARE OPTIONS" with a dropdown arrow, and a "SIGN IN" button. The "SIGN IN" button is a white rounded rectangle with a blue border and the text "SIGN IN" in blue, and it is highlighted with a red rectangular box. Below the navigation bar, the main heading reads "Thank you for partnering with HPN" in a large blue font. Underneath this is a link for the "COVID-19 Resource Center" and a line of text providing information on vaccine boosters and telehealth policies, with links to "here". At the bottom of the page, there is a light blue banner. On the left side of the banner is a white box containing the text "Stay connected. Get the latest copy of ProviderTALK magazine." and a blue "Read More" button. On the right side of the banner is a photograph of a male doctor in a white lab coat and blue tie, looking down.

Welcome to the Online Provider Center



Welcome to the online provider center

[Sign in](#)

Need to create an account?

[Register](#)



This portal is best experienced in these browsers: [Microsoft Edge](#) | [Mozilla FireFox](#) | [Google Chrome](#) | [Apple Safari](#)

NOTE: If you are using Internet Explorer, you may experience slow page loading. Also, some pages may have text or buttons not aligned properly. If you click a button and the page does work as expected, try refreshing the page or clicking the back button. We highly recommend you use a newer, more secure browser.

[Privacy Policy](#) | [Disclaimer](#) | [Terms of Use](#) | [Contact Us](#)

Sign In With Your One Healthcare ID

One Healthcare ID or email address

Password



[SIGN IN](#)

Additional options:

[Manage your One Healthcare ID](#)

[What is One Healthcare ID?](#)

[Forgot One Healthcare ID](#) | [Forgot Password](#)

Welcome to the Online Provider Center

Enter your **One Healthcare ID or email address** and **Password** in the appropriate fields.

After the **One Healthcare ID or email address** and password have been entered, select **Sign In**. A security check will verify if the information has been entered correctly.

New Administrators select **Register** to submit a request for a new **Provider Administrator Account**.

Important Note: Only requests for new Administrator Accounts should be submitted. **Provider staff members who need access to the Online Provider Center should contact the designated Account Administrator for their group/office.** Please follow the below requirements to request a new Administrator Account.

Requirements to request a new Provider Administrator Account:

Please complete the form with the information for the individual your office has designated to be an Account Administrator.

The Account Administrator will be responsible for creating profiles, editing profiles, and password reset of the individual accounts associated with their provider TIN.

Billing offices must go through their physician office for access. NO EXCEPTIONS.

The screenshot shows the user interface of the Health Plan of Nevada Online Provider Center. At the top, there is a dark blue header with the logo and name 'HEALTH PLAN OF NEVADA SIERRA HEALTH AND LIFE' on the left, a 'TIN:' field with a dropdown menu in the center, and a user profile icon on the right. Below the header is a navigation sidebar on the left with a dark blue background and white text. The sidebar includes a 'Dashboard' button with a grid icon, and several menu items: 'Members' (with a person icon and a dropdown arrow), 'Claims' (with a document icon and a dropdown arrow), 'Claim Doc Requests' (with a magnifying glass icon), 'EOP Search' (with a document icon), 'Referrals/Prior Authorizations' (with a document icon), 'Provider Demographics' (with a person icon), and 'Rx Prior Authorizations' (with a document icon). Below the sidebar is a 'News' section with a 'News Item' and a 'Read More' button. The main content area is divided into two columns. The left column is titled 'Recent Claims' and contains a table with headers: 'Claim Number', 'Member Number', 'Status', and 'Claim Type'. The right column is titled 'Recent Members' and contains a table with headers: 'Member Number', 'First Name', 'Last Name', 'Date of Birth', and 'As of Date'. Both tables are currently empty, showing only the header rows. The overall layout is clean and professional, with a color scheme of dark blue, white, and light gray.