HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

SIERRA HEALTH AND LIFE
A UnitedHealthcare Company

Online Provider Center Tutorial
Administrative Accounts

Administrative Accounts Continued:

Administrator Account Responsibilities:

To better track account activity within the Online Provider Center, all new and existing accounts will be set up with individual usernames and passwords for each employee. Each provider group (tax identification number) may have a designated number of Account Administrators.

As an Account Administrator, you have the ability to add/edit accounts and view account details of the individual accounts associated with your provider Tax Identification Number (TIN).

The Account Administrator will be responsible for ensuring that every employee ("individual account holder") has his/her own username and password for HPN/SHL Online Provider Center.

Admin:

The **Admin** drop-down will be displayed only for individuals that have been set up with the higher level Administrative rights. Selecting the **Admin** drop-down will transfer the user to the **User Administration** menu.

Administrative Accounts Continued:

Add New Account: To create a new account for an employee, select **Add New User**. Complete all fields then select **Add**.

User Administration 🖨

Search Members

In this section, you can administer user accounts for your group. As an administrator, you have the ability to add/edit accounts and roles.

Filter the results:

Please type any value to filter

☑ Show active users only

👤 Add New User ⬅

One Healthcare ID	Email	Name	Phone	Active	Actions

New User 🖨

Search Members with Member Number

Personal Information

Legal Last Name *

Legal First Name *

Email *

Phone Number
Format: (xxx) xxx-xxxx

Fax Number
Format: (xxx) xxx-xxxx

Member Of

TIN	Name	Active	Admin
		☐	☐

Roles

Name	Active
Explaination of Payment	☐

➡ **Add**   Cancel

Administrative Accounts Continued:

ROLES:

Check mark the role(s) you want to assign to the user.

- **Explanation of Payment (EOP):** Allows the user to search and print EOP's in the Online Provider Center. When selected the **EOP Search** button will display on the home screen when user logs in.
- **Bed Day Code Access** (for facilities only): Allows Excel doc access for special facility codes. Please contact Advocate for questions &/or assistance.

Individual Staff Accounts will not be able to access these **Roles** unless an Account Administrator assigns them as indicated in page 3.

Preferences for OPT-IN OPTIONS available under the user specific **Edit Profile** feature;

- **Requesting** providers should select the box indicated as **Opt-In Referral Notifications** with the appropriate **Notification Email** e-mail address to receive e-mail notifications which includes an excel document listing **Additional Information Required, Cancelled or Declined** referrals.
- **Servicing** providers should select the box indicated as **Opt-In Referral Notifications** with the appropriate **Notification Email** e-mail address to receive e-mail notifications which includes an excel document listing **New Incoming** referrals.

Administrative Accounts Continued:

Users should select the box indicated as **Opt-In Prior Auth Notifications** with the appropriate **Notification Email** e-mail address to receive email notifications which includes an excel document with the status of the prior authorization (excluding **Pending**).

Note: Only the basic information is supplied in the excel documents. All users _must still navigate in the **Online Provider Center**_ for the referral and prior authorization details, **Comments** and **Notes**. When the Opt-In selections remain blank, email notifications will **_not_** generate.
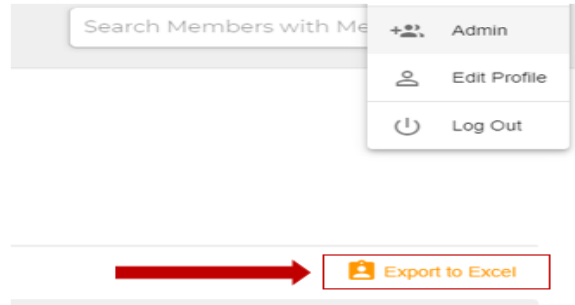
Maintaining Employee Access Accounts:

To maintain accounts with access to the group TIN, Admins can select the Admin drop-down and the list of users will auto-default to **Show active users only.**

Administrative Accounts Continued:

Admins can **Export list to Excel** when navigating in a full list of users to assist when maintaining employees accounts.

Actions
To view or change the detailed information on the user:
Select the icon below the **Actions** header**.**
This will display the user's personal account information which allows the Admin to change the information as deemed necessary.

In this section, you can administer user accounts for your group. As an administrator, you have the ability to add/edit accounts and roles.

Filter the results:

Please type any value to filter

☑ Show active users only

👤 Add New User

One Healthcare ID	Email	Name	Phone	Active	Actions
▬▬▬▬	▬▬▬▬▬▬▬▬		7025555556	✓	✏️

Administrative Accounts (end)

- To **inactivate** a user's access under the **Actions** option, un-check the **Active** box and **Save**. **Please Note:** As an Account Administrator you are responsible for inactivating user/employee accounts that are no longer associated with your tax identification number (TIN).