

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.

HEALTH PLAN OF NEVADA
SIERRA HEALTH AND LIFE

TIN:



Dashboard

Members

Claims

Claim Doc Requests

EOP Search

Referrals/Prior Authorizations

Provider Demographics

Rx Prior Authorizations

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Urgent: Online Provider Center will have scheduled maintenance this weekend from Friday, August 21 at 7:00pm until Saturday, August 22 at 5:00pm.

Recent Claims

Claim Number	Member Number	Status	Claim Type
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Recent Members

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

Member Search

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Member Search 

Search Members with Member Number

☒ Member Number ☐ Medicaid ID ☐ Member Name ☐ Social Security # ☐ SMA MRN

Effective Date
9/14/2020 

Member Number *

Search

Reset

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 *

Search

Reset

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

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

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

Calendar Year Manual Manipulation Maximum

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

Out-of-Pocket

Calendar Year Out of Pocket Maximum

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

Left Sidebar:

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

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.

TIN: 

Name

Member Number

As of Date
09/14/2020

Gender
M

Date of Birth

Group Name

Dashboard

Members

Member Search

Member Summary

Deductible/Accumulators

Cost Share

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Cases

Member Copay Information 

Medical Copay

Dental Copay

Pharmacy Copay

☒ Display as a list ☐ Display by category

As of Date *
9/14/2020 

Search

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.

Dashboard

Members

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Member Summary

Deductible/Accumulators

Cost Share

ID Card

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EOP Search

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

HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

HMO PLAN

Health Plan

Member ID: Group Number:

Member:

YOU MUST SEE YOUR
PCP FOR ROUTINE CARE

Benefit Code:

Medical Rx

Payer ID

OPTUMRx

Rx BIN:

Rx GRP:

Rx PCN:

Rx Cost share tiers: I / II / III

Rx Cost shares: \$20/\$50/\$75

Rx Deductible may apply.

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

Effective Date
09/01/2018

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

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Member Search (end)

Claims/Claims Search

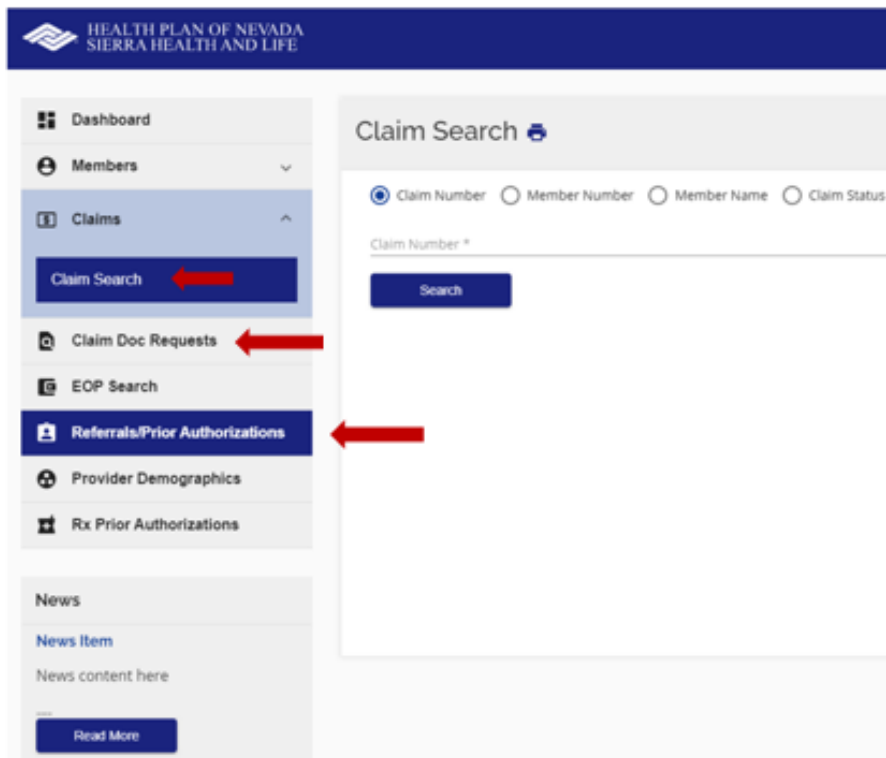
- View and print claim status and detailed claim information.

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.



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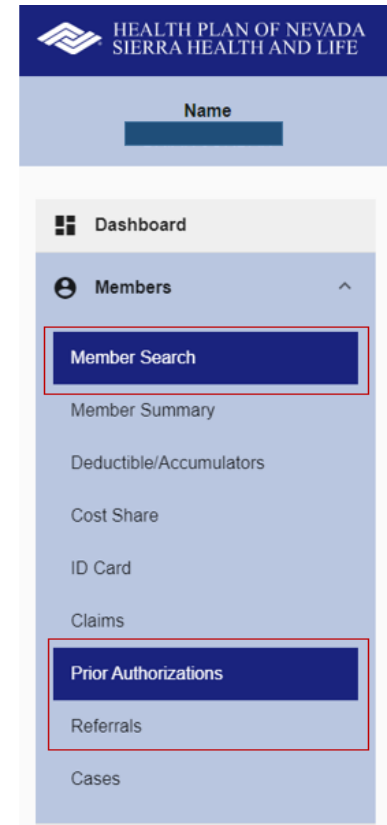
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Claim Search

☒ Claim Number ☐ Member Number ☐ Member Name ☐ Claim Status

Claim Number *

Search



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Name

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