

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

News

News Item

News content here

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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

HEALTH PLAN OF NEVADA
SIERRA HEALTH AND LIFE

TIN:



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[News Item](#)

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Read More

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

ID Card

Claims

Prior Authorizations

Referrals

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

Member Search

Member Summary

Deductible/Accumulators

Cost Share

ID Card

Claims

Prior Authorizations

Referrals

Cases

Claims

Claim Doc Requests

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.

