

## Section 2 – Overview

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# Health Plan of Nevada

A UnitedHealthcare Company 

Health Plan of Nevada (HPN) is a UnitedHealthcare Company, serving Nevadans for over 40 years. Nevadans count on us to provide an innovative health care delivery system that focuses on quality, accessibility and cost effectiveness. That's why we offer a variety of medical and dental, group and individual, as well as Medicaid benefit plan options designed to provide services and solutions to meet our member's needs.

Our **Provider Relations and Network Management** department is available to provide ongoing assistance and support to providers and their office staff.

To assist in this process, a **Provider Advocate** is assigned to every contracted provider. Provider Advocates serve as liaisons and are available for staff orientations, ongoing assistance, education and support. Our Advocates conduct on-site visits to provide current, updated information, educational materials, and assist with problem resolution, including claims payment and status.

HPN's **Network Management** team is responsible for the initial credentialing and contracting of providers, as well as for re-credentialing, contract amendments and updates. The Network Management team processes all provider changes, including distributing new and updated information throughout Health Plan of Nevada's internal departments.

To contact a member of the Provider Relations Department, please email us at [ProviderAdvocateTe@uhc.com](mailto:ProviderAdvocateTe@uhc.com), or call:

**Medical:**

Las Vegas area	<b>(702) 242-7088</b>
Toll free	<b>(800) 745-7065</b>

**Dental:**

Las Vegas area	<b>(702) 242-7086</b>
Toll free	<b>(866) 253-8378</b>

*Hours of Operation: Monday - Friday 8:00 a.m. - 5:00 p.m. Pacific Standard Time*