



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company



SIERRA HEALTH AND LIFE
A UnitedHealthcare Company

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.

The screenshot displays the Health Plan of Nevada dashboard. At the top, the logo for Health Plan of Nevada Sierra Health and Life is on the left, and a TIN field and user profile icon are on the right. A navigation menu on the left includes: Dashboard, Members, Claims, Claim Doc Requests, EOP Search, Referrals/Prior Authorizations, Provider Demographics, and Rx Prior Authorizations. Below the menu is a 'News' section with a 'Read More' button. The main content area features an urgent maintenance notice: 'Urgent: Online Provider Center will have scheduled maintenance this weekend from Friday, August 21 at 7:00pm until Saturday, August 22 at 5:00pm.' Below this are two tables: 'Recent Claims' and 'Recent Members'. The 'Recent Claims' table has columns for Claim Number, Member Number, Status, and Claim Type. The 'Recent Members' table has columns for Member Number, First Name, Last Name, Date of Birth, and As of Date. The 'Recent Members' table shows five entries with dates of 9/14/2020 and 9/2/2020. The 'Recent Claims' table is currently empty.

Member Search

The screenshot shows the 'Member Search' page of the Health Plan of Nevada. The top navigation bar is dark blue with the logo on the left, 'TIN: [redacted]' in the center, and a user profile icon on the right. A left sidebar contains a menu with items: Dashboard, Members (expanded), Member Search (highlighted), Claims (indicated by a red arrow), Claim Doc Requests, EOP Search, Referrals/Prior Authorizations, Provider Demographics, and Rx Prior Authorizations. Below the menu is a 'News' section with a 'News Item' and a 'Read More' button. The main content area is titled 'Member Search' and features a search bar at the top right with the placeholder text 'Search Members with Member Number'. Below the search bar are radio buttons for search criteria: Member Number (selected), Medicaid ID, Member Name, Social Security #, and SMA MRN. An 'Effective Date' field is set to '9/14/2020'. A 'Member Number *' input field is present, followed by 'Search' and 'Reset' buttons.


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 *

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	Member Number	As of Date	Gender	Date of Birth	Group Name
[REDACTED]	[REDACTED]	09/14/2020	M	[REDACTED]	[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	You've used	Maximum
Member	\$0.00	\$1,000.00
Family	\$0.00	\$2,000.00

Out-of-Pocket

Calendar Year Out of Pocket Maximum	You've used	Maximum
Member	\$0.00	\$6,850.00
Family	\$0.00	\$13,700.00

Calendar Year Manual Manipulation Maximum

Member	0	20 visits
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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.

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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]

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.

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 *
9/25/2020

Retrieve **Print ID Card**

SHL SOLUTIONS GROUP PPO PLAN

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Health Plan: [Redacted]
Member ID: [Redacted] Group Number: [Redacted]
Member: [Redacted]

Benefit Code: [Redacted] Payer ID: [Redacted]

Medical Rx [Redacted]

OPTUMRx

Rx BIN: [Redacted]
Rx GRP: [Redacted]
Rx PCN: [Redacted]
Rx Cost share tiers: I / II / III / IV
Rx Cost shares: \$15/\$40/\$70/\$300
Rx Deductible may apply.

Copay: Office /Spec In Plan \$25 /\$50 Effective Date 09/01/2020

Underwritten by Sierra Health and Life Insurance Co., Inc.

In a life-threatening emergency, call 911 or go to an emergency room. Printed: 08/20/20

Card does not guarantee coverage. Obtain prior authorization or verify benefits at SierraHealthandLife.com or call Member Services.

Member Services: 1-800-888-2264
24 Hour Advice Nurse: 1-800-288-2264
Mental Health/Substance Abuse: 1-800-873-2246

For Providers: SierraHealthandLife.com 1-800-888-2264
Medical Claims: SHL Claims, PO Box 15645, Las Vegas, NV 89114-5645

UnitedHealthcare Choice Plus Network Outside Nevada **SHL Plan Provider Network**
Within Nevada & Surrounding Areas

Pharmacy Claims: OptumRx, PO Box 650540, Dallas, TX 75265-0540
For Pharmacists: 1-800-443-8197

Member Search Continued:

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.

