



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company



SIERRA HEALTH AND LIFE
A UnitedHealthcare Company

IMPORTANT INFORMATION REGARDING HEALTH EXCHANGE MEMBER IDENTIFICATION NUMBER CHANGES IN 2020

****PRIOR AUTHORIZATIONS/REFERRALS****

Health Plan of Nevada, Inc. (HPN) and Sierra Health and Life, Inc. (SHL) previously notified your office that effective January 1, 2020, Health Exchange members would be receiving new ID numbers and member cards. Attached to this correspondence is a copy of this original notice.

The intent of this notice is to further clarify the Health Exchange member ID number change process, specifically as it pertains to prior authorizations and referrals submitted to HPN/SHL prior to January 1, 2020 for services that will be rendered after December 31, 2019. HPN/SHL is in the process of transferring these prior authorizations and referrals from the “old” Health Exchange member ID number to the “new” Health Exchange member ID number. While this transfer process is being completed, HPN/SHL is requesting that your office continue to provide services which have already been authorized under the “old” Health Exchange member ID number for members who continue to be effective with the Health Exchange.

HPN/SHL will honor each of the prior authorizations and referrals previously approved under the “old” Health Exchange member ID number for those members who continue to be effective with the Health Exchange in calendar year 2020.

For new prior authorization and referral requests for services to be rendered on or after January 1, 2020, please submit these requests under the “new” Health Exchange member ID number.

Member Services may be contacted by calling (877) 752-8026 and will be available to assist with any questions Health Exchange members or your office may have regarding these changes.



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company



SIERRA HEALTH AND LIFE
A UnitedHealthcare Company

IMPORTANT INFORMATION REGARDING HEALTH EXCHANGE MEMBER IDENTIFICATION NUMBER CHANGES IN 2020

On November 1, 2019, the State of Nevada had moved enrollment and eligibility to a new platform for plan year 2020 and beyond for Nevada Health Exchange participants. As a result of this change, *effective January 1, 2020*, the member identification numbers assigned to Health Plan of Nevada Exchange members will be changing and new member ID cards will be mailed to the Exchange Members.

Any claims, prior authorization requests, referrals, and Online Provider Center inquiries must be submitted with the new member identification number for services provided on or after January 1, 2020.

Member Services staff may be contacted by calling (877) 752-8026, TTY 711, Monday through Friday, 8 a.m to 5 p.m. local time and will be available to assist with any questions our Exchange members or our providers may have regarding these changes.

If your office utilizes the Online Provider Center, below are some important instructions:

Member Search

While the new member numbers are being issued, please search by member name and date of birth as opposed to member number. For inquiries regarding services after January 1, 2020 it will be important for you to change the “As Of” date in the Online Provider Center to be January 1, 2020. This will ensure the correct member identification number is selected.

Referral/Prior Authorization

To submit a prior authorization for a service that will be provided January 1, 2020 or beyond; you will first have to complete the step above in order to obtain the correct identification number. A process is being developed to transfer post January 1, 2020 authorizations and referrals submitted under the old member number to the new member number to ensure continuity.

Health Plan of Nevada is the only health insurance company in Nevada that’s been on the Exchange since the beginning. We’re experienced, dedicated and here for you!

If you have any questions regarding these changes, you may contact your Provider Advocate directly or call Provider Services at (702) 242-7088 or (800) 745-7065.