

3 - Frequently Called Numbers

Below is a listing of frequently called numbers. The departments listed below are described in greater detail throughout the provider summary guide.

3.1 ACCESS CENTER/TELEPHONE ADVICE NURSE

Telephone	(702) 242-7330
Toll free	(800) 288-2264
Fax	(702) 242-7025

Business Hours: 7 days/week, 24 hours/day Pacific Standard Time

3.2 BEHAVIORAL HEALTHCARE OPTIONS

Las Vegas Prior Authorization	(702) 364-1484
Toll free and Mohave County	(800) 873-2246
Fax	(702) 341-7681

Business Hours: Mon- Fri, 8 a.m. – 5 p.m. Pacific Standard Time

3.3 CASE MANAGEMENT

Telephone	(702) 242-7423
Toll free	(877) 692-2058
Fax	(702) 667-4684
Transplants	(702) 240-8917

Business Hours: Mon. – Fri., 8 a.m. – 5 p.m. Pacific Standard Time

3.4 HOSPITAL CASE MANAGEMENT

For Members in area:

Admit Notification	(702) 242-7770
Concurrent Review	(702) 797-2100
Toll free	(877) 487-6659

For Members out-of-area:

Notification of Admission	(800) 365-9687
Utilization Review	(800) 216-7525
Fax Number (Clinical Data)	(702) 800-8168

Business Hours: Mon. – Fri., 8 a.m. – 5 p.m. Pacific Standard Time

3.5 MEMBER SERVICES DEPARTMENT

Sierra Health and Life	(800) 888-2264
SHL Individual	(888) 293-6831
Fax	(702) 240-6281

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Interactive Voice Response System (24 hours 7 days a week)

SHL (702) 242-7393
Toll Free (800) 768-2808

Business Hours: Mon. – Fri., 8 a.m. – 5 p.m. Pacific Standard Time

3.6 PROVIDER SERVICES

Medical:

Telephone (702) 242-7088
Toll free (800) 745-7065
Fax (702) 266-8782

Dental:

Las Vegas area (702) 242-7086
Toll free (866) 253-8378
Fax (702) 242-9124

Business Hours: Mon. – Fri., 8 a.m. – 5 p.m. Pacific Standard Time

3.7 PHARMACY SERVICES

Telephone (702) 242-7050
Toll free (800) 443-8197
Fax (702) 242-6751
(702) 341-7566
Fax Toll free (800) 997-9672
(877) 219-1612

Business Hours: Mon. – Fri., 8 a.m. – 5 p.m. Pacific Standard Time

3.8 PRIOR AUTHORIZATION

Phone (702) 243-8499
Phone Toll free (888) 224-4036
Fax (702) 304-7411
Fax Toll free (800) 282-8845

Business Hours: Mon. – Fri., 8 a.m. – 5 p.m. Pacific Standard Time