

## 2023 SHL Dental Provider Summary Guide



HEALTH PLAN OF NEVADA  
A UnitedHealthcare Company



SIERRA HEALTH AND LIFE  
A UnitedHealthcare Company

### Dental Claim Reconsideration Process

Please perform the following check before initiating the claims reconsideration process:

- Match the explanation of payment (EOP) to the service billed
- Ensure you are referring to the correct contract and services.
- Check the [Online Provider Center](#) to verify claims that have been received but not yet processed

For re-considerations of claims processed by HPN or SHL, please send the following information:

- EOP only. Please do not send a copy of the claim.
- Any substantiating dental records
- Explanation of why you feel the claim should be reconsidered

The reconsideration can be submitted through the Online Provider Center, or mailed to- Claims Dept., P O Box 15645 Las Vegas, NV 89114-5645

In order for HPN and SHL to evaluate your request as efficiently as possible and so that your reconsideration request is not processed as a duplicate billing, **please do not:**

- Re-send the original bill
- Re-bill claims that the Online Provider Center indicates are already on file.
  - Note-Whenever possible, corrected claims should be submitted as a claim reconsideration through the Online Provider Center

If you attach duplicate films to a copy of a claim for recon as opposed to a copy of the EOP for recon, the claim copy will be processed as a duplicate and the x-ray copies will be destroyed, requiring you to resend them again with a copy of the EOP.

Whenever possible, it is our goal to pay you quickly through our automation and to prevent duplication denials, which are a result of the automation of duplicate claim copies. We need your assistance in following the above format for reconsiderations.

Thank you for sharing this information with your staff.

Dental Provider Services