



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company



SIERRA HEALTH AND LIFE
A UnitedHealthcare Company

Online Provider Center Tutorial Administrative Accounts

Administrative Accounts Continued:

Administrator Account Responsibilities:

To better track account activity within the Online Provider Center, all new and existing accounts will be set up with individual usernames and passwords for each employee. Each provider group (tax identification number) may have a designated number of Account Administrators.

As an Account Administrator, you have the ability to add/edit accounts and view account details of the individual accounts associated with your provider Tax Identification Number (TIN).

The Account Administrator will be responsible for ensuring that every employee (“individual account holder”) has his/her own username and password for HPN/SHL Online Provider Center.

Admin:

The **Admin** drop-down will be displayed only for individuals that have been set up with the higher level Administrative rights. Selecting the **Admin** drop-down will transfer the user to the **User Administration** menu.

HEALTH PLAN OF NEVADA
SIERRA HEALTH AND LIFE

TIN: [redacted]

Dashboard

- Members
- Claims
- Claim Doc Requests
- EOP Search
- Referrals/Prior Authorizations
- Rx Prior Authorizations

News

News Item

News content here

Read More

Recent Claims

Claim Number	Member Number	Status	Claim Type
--------------	---------------	--------	------------

Recent Members

Member Number	First Name	Last Name	Date of Birth	As of
[redacted]	[redacted]	[redacted]	8/19/2020	8/17/2020
[redacted]	[redacted]	[redacted]	8/17/2020	8/17/2020
[redacted]	[redacted]	[redacted]	8/17/2020	8/17/2020


+ Admin

Edit Profile

Log Out

Administrative Accounts Continued:

Add New Account: To create a new account for an employee, select **Add New User**. Complete all fields then select **Add**.


User Administration  Search Members

In this section, you can administer user accounts for your group. As an administrator, you have the ability to add/edit accounts and roles.

Filter the results:


Please type any value to filter

Show active users only

 Add New User



One Healthcare ID	Email	Name	Phone	Active	Actions
-------------------	-------	------	-------	--------	---------

New User  Search Members with Member Number

Personal Information

Legal Last Name *	Legal First Name *
Email *	Phone Number <small>Format: (xxx) xxx-xxxx</small>
Fax Number <small>Format: (xxx) xxx-xxxx</small>	

Member Of

TIN	Name	Active	Admin
		<input type="checkbox"/>	<input type="checkbox"/>

Roles

Name	Active
Explanation of Payment	<input type="checkbox"/>



Add Cancel

Administrative Accounts Continued:

ROLES:

Check mark the role(s) you want to assign to the user.

- **Explanation of Payment (EOP):** Allows the user to search and print EOP's in the Online Provider Center. When selected the **EOP Search** button will display on the home screen when user logs in.
- **Bed Day Code Access** (for facilities only): Allows Excel doc access for special facility codes. Please contact Advocate for questions &/or assistance.

Individual Staff Accounts will not be able to access these **Roles** unless an Account Administrator assigns them as indicated in page 3.

Preferences for OPT-IN OPTIONS available under the user specific Edit Profile feature;

- **Requesting** providers should select the box indicated as **Opt-In Referral Notifications** with the appropriate **Notification Email** e-mail address to receive e-mail notifications which includes an excel document listing **Additional Information Required, Cancelled or Declined** referrals.
- **Servicing** providers should select the box indicated as **Opt-In Referral Notifications** with the appropriate **Notification Email** e-mail address to receive e-mail notifications which includes an excel document listing **New Incoming** referrals.

HEALTH PLAN OF NEVADA
SIERRA HEALTH AND LIFE

TIN: [REDACTED]

Dashboard
Members
Claims
Claim Doc Requests
EOP Search
Referrals/Prior Authorizations
Rx Prior Authorizations

News
Welcome!
Welcome to the new and improved online provider center! We hope you enjoy the new experience. If you have any questions or issues, please feel free to let us know!
Read More

Profile

Search Members with Me + Admin
Edit Profile
Log Out

Personal Information

Name: [REDACTED] One Healthcare ID: [REDACTED]
Title: [REDACTED] Email Address: [REDACTED]
TIN: [REDACTED] TIN Name: [REDACTED]
Phone Number: (702) 555-5556 Fax Number: (702) 555-5559
Format: (xxx) xxx-xxxx

Save Profile

Preferences

Name	Active	Email Address
Opt-In Prior Auth Notifications	<input checked="" type="checkbox"/>	Email Address test@test.com
Provider Attestation Notification	<input type="checkbox"/>	Email Address
Opt-In Referral Notifications	<input checked="" type="checkbox"/>	Email Address test@test.com

Administrative Accounts Continued:

Users should select the box indicated as **Opt-In Prior Auth Notifications** with the appropriate **Notification Email** e-mail address to receive email notifications which includes an excel document with the status of the prior authorization (excluding **Pending**).

Note: Only the basic information is supplied in the excel documents. All users must still navigate in the **Online Provider Center** for the referral and prior authorization details, **Comments** and **Notes**. When the Opt-In selections remain blank, email notifications will **not** generate.

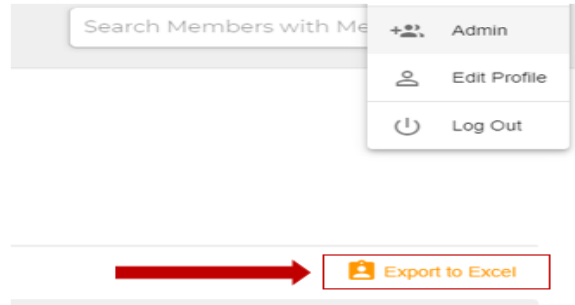
Maintaining Employee Access Accounts:

To maintain accounts with access to the group TIN, Admins can select the Admin drop-down and the list of users will auto-default to **Show active users only**.

The screenshot displays the 'User Administration' interface. At the top right, there is a TIN field and a user profile icon. Below this is a search bar with a red arrow pointing to it. A dropdown menu is open, showing options: '+ Admin', 'Edit Profile', and 'Log Out'. Below the search bar, there is a section for filtering results. A checkbox labeled 'Show active users only' is checked and highlighted with a red box and a red arrow. Below the filter, there is an 'Add New User' button and an 'Export to Excel' button. The main part of the interface is a table with the following columns: 'One Healthcare ID', 'Email', 'Name', 'Phone', 'Active', and 'Actions'. The table contains six rows, each with a checkmark in the 'Active' column and an edit icon in the 'Actions' column. The first two columns of the table are obscured by a large blue rectangle.

Administrative Accounts Continued:

Admins can **Export list to Excel** when navigating in a full list of users to assist when maintaining employees accounts.



Actions

To view or change the detailed information on the user:

Select the icon below the **Actions** header.

This will display the user's personal account information which allows the Admin to change the information as deemed necessary.

In this section, you can administer user accounts for your group. As an administrator, you have the ability to add/edit accounts and roles.

Filter the results:

Please type any value to filter

Show active users only

 Add New User

One Healthcare ID	Email	Name	Phone	Active	Actions
[REDACTED]	[REDACTED]	[REDACTED]	7025555556	✓	

Administrative Accounts (end)

- To **inactivate** a user's access under the **Actions** option, un-check the **Active** box and **Save**. **Please Note:** As an Account Administrator you are responsible for inactivating user/employee accounts that are no longer associated with your tax identification number (TIN).

One Healthcare ID	Email	Name	Phone	Active	Actions
SHERRICK2018	SHANNON.HERRICK@UHC.COM	HERRICK, SHANNON	7025555556	✓	✕

Personal Information

Legal Last Name *
[REDACTED]

Legal First Name *
[REDACTED]

Phone Number
(702) 555-5556
Format: (xxx) xxx-xxxx

Fax Number
(702) 555-5559
Format: (xxx) xxx-xxxx

Active ←

Member Of

TIN	Name	Active
[REDACTED]	[REDACTED]	<input checked="" type="checkbox"/>

Roles

Name	Active
Explanation of Payment	<input checked="" type="checkbox"/>

→ Save Close