



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 left is the logo and text "HEALTH PLAN OF NEVADA SIERRA HEALTH AND LIFE". At the top right, there is a "TIN:" field and a user profile icon. A navigation menu on the left includes "Dashboard", "Members", "Claims", "Claim Doc Requests", "EOP Search", "Referrals/Prior Authorizations", "Provider Demographics", and "Rx Prior Authorizations". A "News" section is also present with a "Read More" button. The main content area features a 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. 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 contains five rows of data, with the first four rows having their member information redacted by a blue box.

HEALTH PLAN OF NEVADA  
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TIN: [REDACTED]

Urgent: Online Provider Center will have scheduled maintenance this weekend from Friday, August 21 at 7:00pm until Saturday, August 22 at 5:00pm.

**Recent Claims**

Claim Number	Member Number	Status	Claim Type
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**Recent Members**

Member Number	First Name	Last Name	Date of Birth	As of Date
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	9/14/2020
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	9/2/2020
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	9/2/2020
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	9/2/2020
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	9/2/2020

News  
News Item  
News content here  
.....  
Read More

# Member Search

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TIN: [REDACTED]

Dashboard

Members

Member Search

Claims

Claim Doc Requests

EOP Search

Referrals/Prior Authorizations

Provider Demographics

Rx Prior Authorizations

News

News Item

News content here

Read More

## Member Search

Search Members with Member Number

Member Number  Medicaid ID  Member Name  Social Security #  SMA MRN

Effective Date  
9/14/2020

Member Number \*

Search Reset


## 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**

Calendar Year Manual Manipulation Maximum	You've used	Maximum
Member	0	20 visits

**Dashboard**

- Members
- Member Search
- Member Summary
- Deductible/Accumulators**
- Cost Share
- ID Card
- Claims
- Prior Authorizations
- Referrals
- Cases

## 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.

Dashboard

Members

Member Search

Member Summary

Deductible/Accumulators

Cost Share

**ID Card**

Claims

Prior Authorizations

Referrals

Cases

Claims

Claim Doc Requests

EOP Search

### 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 \*  
9/14/2020

Retrieve Print ID Card

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HMO PLAN

Health Plan [REDACTED]

Member ID: [REDACTED] Group Number: [REDACTED]

Member: [REDACTED]

YOU MUST SEE YOUR PCP FOR ROUTINE CARE

Payer ID [REDACTED]

Benefit Code:  
Medical [REDACTED]  
Rx [REDACTED]

Effective Date  
09/01/2018

Copay: Office /Spec  
Tier I \$20 /\$40

OPTUMRx™

Rx BIN: [REDACTED]  
Rx GRP: [REDACTED]  
Rx PCN: [REDACTED]  
Rx Cost share tiers: I / II / III  
Rx Cost shares: \$20/\$50/\$75  
Rx Deductible may apply.

Underwritten by Health Plan of Nevada, Inc.

In a life-threatening emergency, call 911 or go to an emergency room. Printed: 08/20/18

Card does not guarantee coverage. Obtain prior authorization or verify benefits at [www.myHPNOnline.com](http://www.myHPNOnline.com) or call Member Services.

Member Services: 1-877-813-2316  
24 Hour Advice Nurse: 1-800-288-2264  
Mental Health/Substance Abuse: 1-800-873-2246

For Providers: [www.myHPNOnline.com](http://www.myHPNOnline.com) 1-877-813-2316  
Medical Claims: HPN Claims, PO Box 15645, Las Vegas, NV 89114-5645

UHC CHOICE PLUS NETWORK  
EMERGENCY SERVICES ONLY  
OUTSIDE NEVADA SERVICE AREA

Pharmacy Claims: OptumRx, PO Box 29044, Hot Springs, AR 71903  
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.

