

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.

HEALTH PLAN OF NEVADA
SIERRA HEALTH AND LIFE

TIN:



Dashboard

Members

Claims

Claim Doc Requests

EOP Search

Referrals/Prior Authorizations

Provider Demographics

Rx Prior Authorizations

News

News Item

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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
				9/14/2020
				9/2/2020
				9/2/2020
				9/2/2020
				9/2/2020

Member Search

 HEALTH PLAN OF NEVADA
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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

3

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 *

Search

Reset

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: [REDACTED] Member Number: [REDACTED] As of Date: 09/14/2020 Gender: M Date of Birth: [REDACTED] Group Name: [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

Member: You've used \$0.00 out of a max of \$1,000.00

Family: You've used \$0.00 out of a max of \$2,000.00

Calendar Year Manual Manipulation Maximum

Member: You've used 0 out of a max of 20 visits

Out-of-Pocket

Calendar Year Out of Pocket Maximum

Member: You've used \$0.00 out of a max of \$6,850.00

Family: You've used \$0.00 out of a max of \$13,700.00

Left Sidebar:

- 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.

TIN: 

Name

Member Number

As of Date
09/14/2020

Gender
M

Date of Birth

Group Name

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

Case Management

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 *
9/25/2020

Retrieve

Print ID Card

SIERRA HEALTH AND LIFE
A UnitedHealthcare Company

SHL SOLUTIONS
GROUP PPO PLAN

Health Plan: [REDACTED]

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

Member: [REDACTED]

Benefit Code: [REDACTED]
Medical Rx [REDACTED]

Payer ID [REDACTED]

Effective Date
09/01/2020

Copay: Office /Spec
In Plan \$25 /\$50

[REDACTED]

Underwritten by Sierra Health and Life Insurance Co., Inc.

OPTUMRx

Rx BIN: [REDACTED]
Rx GRP: [REDACTED]
Rx PCN: [REDACTED]
Rx Cost share tiers: I / II / III / IV
Rx Cost shares: \$15/\$40/\$70/\$300
Rx Deductible may apply.

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

[Barcode]

Card does not guarantee coverage. Obtain prior authorization or verify benefits at SierraHealthandLife.com or call Member Services.

Member Services: 1-800-888-2264
24 Hour Advice Nurse: 1-800-288-2264
Mental Health/Substance Abuse: 1-800-873-2246

For Providers: SierraHealthandLife.com 1-800-888-2264
Medical Claims: SHL Claims, PO Box 15645, Las Vegas, NV 89114-5645

UnitedHealthcare
Choice Plus Network
Outside Nevada

SHL Plan Provider Network
Within Nevada & Surrounding Areas

Pharmacy Claims: OptumRx, PO Box 650540, Dallas, TX 75265-0540
For Pharmacists: 1-800-443-8197

Member Search (end)

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.

