

## 3 - Frequently Called Numbers

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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 / 24/7 ADVICE NURSE

For Members - Telephone	(702) 242-7330
For Physicians only - Telephone	(702) 242-7716
For Provider or Hospital Staff – Telephone	(702) 240-8775
Toll free	(800) 288-2264
Fax	(702) 242-7025

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

### 3.2 BEHAVIORAL HEALTHCARE

Telephone	(702) 364-1484, TTY 711
Toll Free	(800) 873-2246
STAT Line (For Provider Use Only)	(855) 442-4648, TTY 711
Prior Authorizations Telephone	(877) 393-6094
Fax Completed Prior Authorizations Form To:	(702) 341-7681

*Business Hours: Mon- Fri, 8am – 5:00pm Pacific Standard Time. Subject to holiday closures.*

### 3.3 CASE MANAGEMENT

Telephone	(702) 797-2100
Toll free	(877) 487-6659
Fax	(702) 667-4684
Transplants	(702) 240-8917

*Business Hours: Mon- Fri, 8am – 5:00pm Pacific Standard Time. Subject to holiday closures.*

### 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, 8am – 5:00pm Pacific Standard Time. Subject to holiday closures.*

### 3.5 MEMBER SERVICES

Sierra Health and Life	(800) 888-2264
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SHL Individual (888) 293-6831  
 Fax (702) 240-6281  
**Interactive Voice Response System (24 hours 7 days a week)**  
 SHL (702) 242-7393  
 Toll Free (800) 768-2808

*Business Hours: Mon- Fri, 8am – 5:00pm Pacific Standard Time. Subject to holiday closures.*

**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, 8am – 5:00pm Pacific Standard Time. Subject to holiday closures.*

**3.7 PHARMACY SERVICES**

Telephone (702) 242-7050  
 Toll free (800) 443-8197  
 Fax (702) 242-6751  
 Fax Toll free (800) 997-9672

*Business Hours: Mon- Fri, 8am – 5:00pm Pacific Standard Time. Subject to holiday closures. After hours calls are handled by OptumRx.*

**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, 8am – 5:00pm Pacific Standard Time. Subject to holiday closures.*

**Please note call centers, excluding the Access Center and IVR, will be closed on the following days:**

New Year's Day	Martin Luther King Day, Memorial Day
Memorial Day	Independence Day
Labor Day	Thanksgiving Day
Day after Thanksgiving Day	Christmas Day