

## 6 - Benefits and Eligibility

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### 6.1 Enrollee Benefits

Sierra Health and Life (SHL) offers a variety of medical and dental benefit plans that are made available to eligible employees and their eligible family members for many employer groups, as well as individual health insurance plans.

**Benefit and eligibility should be verified using [The Online Provider Center](#). If you have additional questions regarding the benefits for specific medical or dental benefit plan, including their exclusions and limitations, please contact SHL Member Services at the following numbers:**

SHL	(800) 888-2264
SHL Individual	(888) 293-6831
IVR	(702) 242-7393
Toll Free	(800) 768-2808

*Business Hours: Mon. – Fri., 8:00 a.m. – 5:00 p.m. Pacific Standard Time*

### 6.2 Eligibility and Plan Coverage Verification

The Member Services Department has a staff of representatives and specialists who can assist you with the following:

- Eligibility
- Plan coverage
- ID card questions
- Member concerns

The following steps will help you identify SHL members and determine their eligibility and plan coverage.

A member's eligibility needs to be determined before services are rendered. Every member and dependent are issued an identification card. All information on the card serves as identification; however, it does not guarantee eligibility.

For verification of eligibility and benefits, please contact Member Services IVR (Interactive Voice Response) system at **(702) 242-7393** or **(800) 768-2808** or utilize SHL's online provider center. **See Section 6.4 for details regarding the Online Provider Center.**

**Please Remember** any payment for covered services is subject to the member's eligibility at the time of service, compliance with the managed care program, contractual limitations/exclusions and coordination of benefits as set forth in the Evidence of Coverage.

### 6.3 Interactive Voice Response System (IVR)

*Eligibility and Benefit Information: 7 days/week, 24 hours/day*

The Interactive Voice Response system will enable you to obtain member eligibility and benefits, as well as claim payment information at the touch of a button.

2025 SHL Provider Summary Guide

Providers can receive a fax with information obtained from the IVR system.

Direct numbers to IVR system:

**SHL** (702) 242-7393  
**SHL Toll free** (800) 768-2808

This service is available 24-hours-a-day, 7-days-a-week. This feature is part of our continuing effort to improve service to our providers.

A flow chart that outlines the process follows in this section.

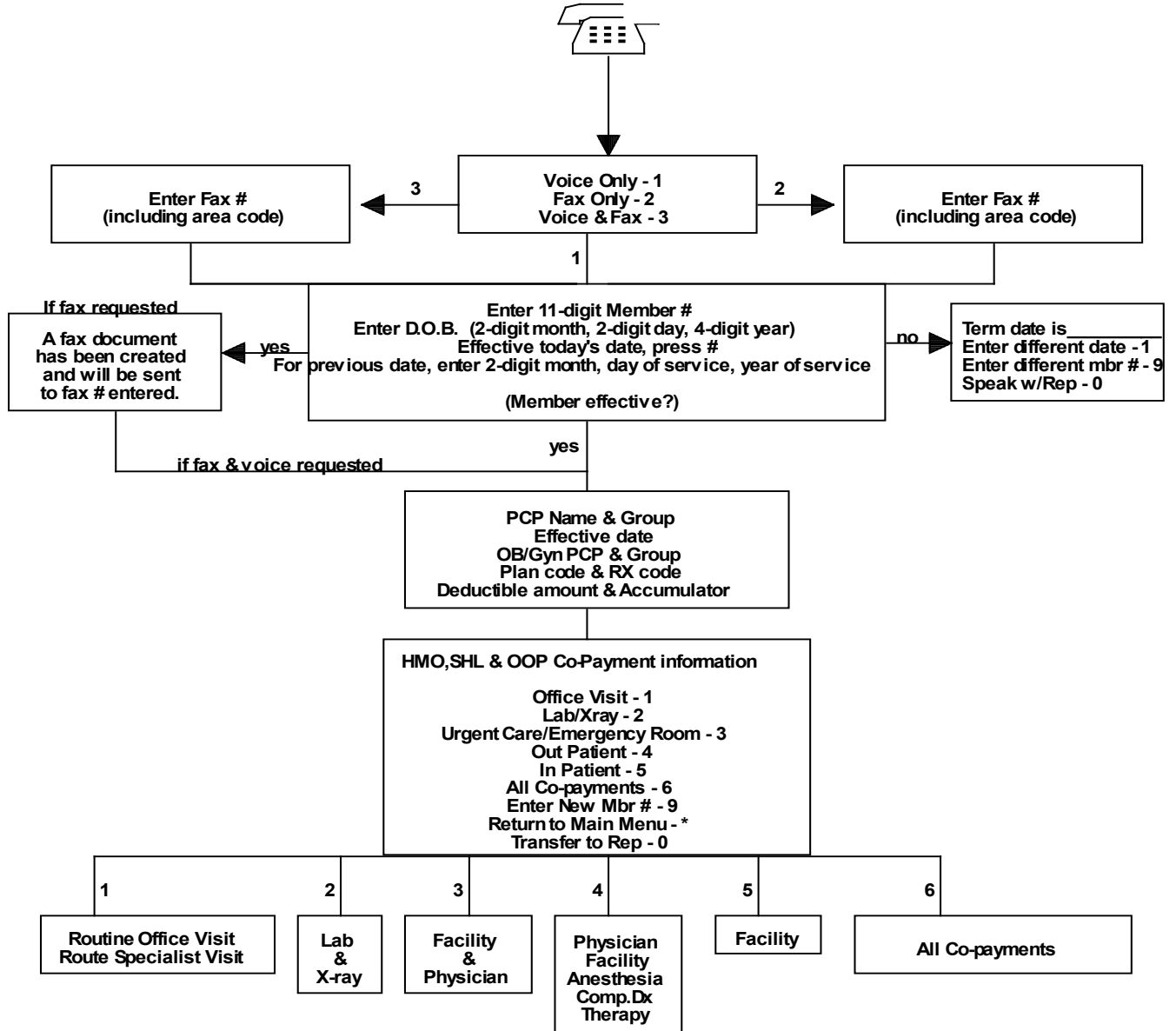
<b><u>MEMBER SERVICES</u></b>	
<b>Interactive Voice Response System (IVR)</b>	<b>(702) 242-7393</b>
<b>Toll free</b>	<b>(800) 768-2808</b>
SHL	(800) 888-2264
SHL Individual	(888) 293-6831
IVR	(702) 242-7393
Toll Free	(800) 768-2808

2025 SHL Provider Summary Guide

Medical E & B  
InterVoice  
1-8-09  
V. 4  
Engl

**MEDICAL ELIGIBILITY & BENEFITS IVR APPLICATION  
(PROVIDERS)**

Direct to IVR 242-7724 (HPN).....242-7393 (SHL)....800-768-2808 (THC)



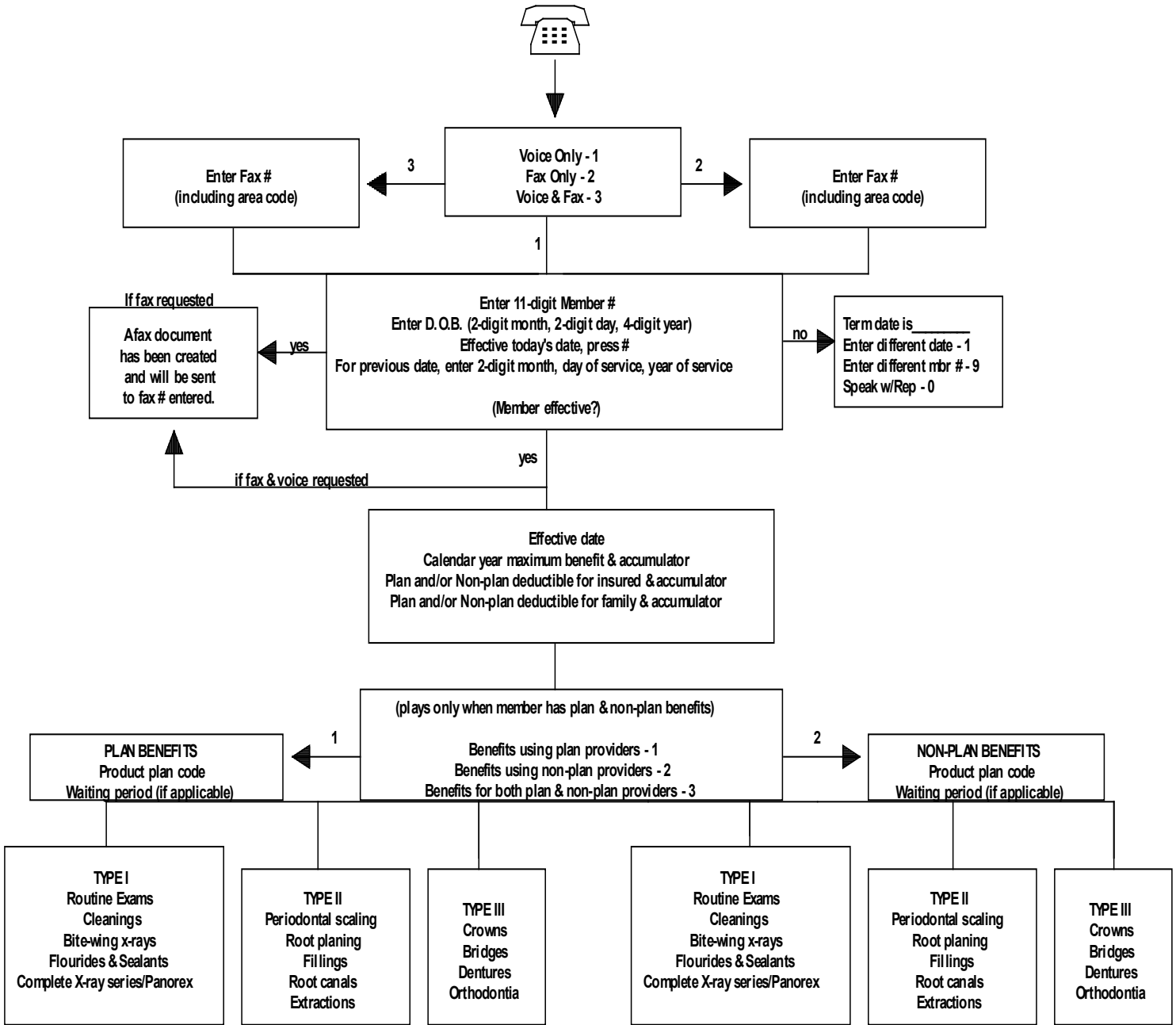
Press \* to return to main menu

# 2025 SHL Provider Summary Guide

Dental E. & B  
 InterVoice  
 8/26/02  
 Draft 1  
 Englehart

## DENTAL ELIGIBILITY & BENEFITS IVR APPLICATION (PROVIDERS)

Direct to IVR 242-7724 (HPN).....242-7393 (SHL)

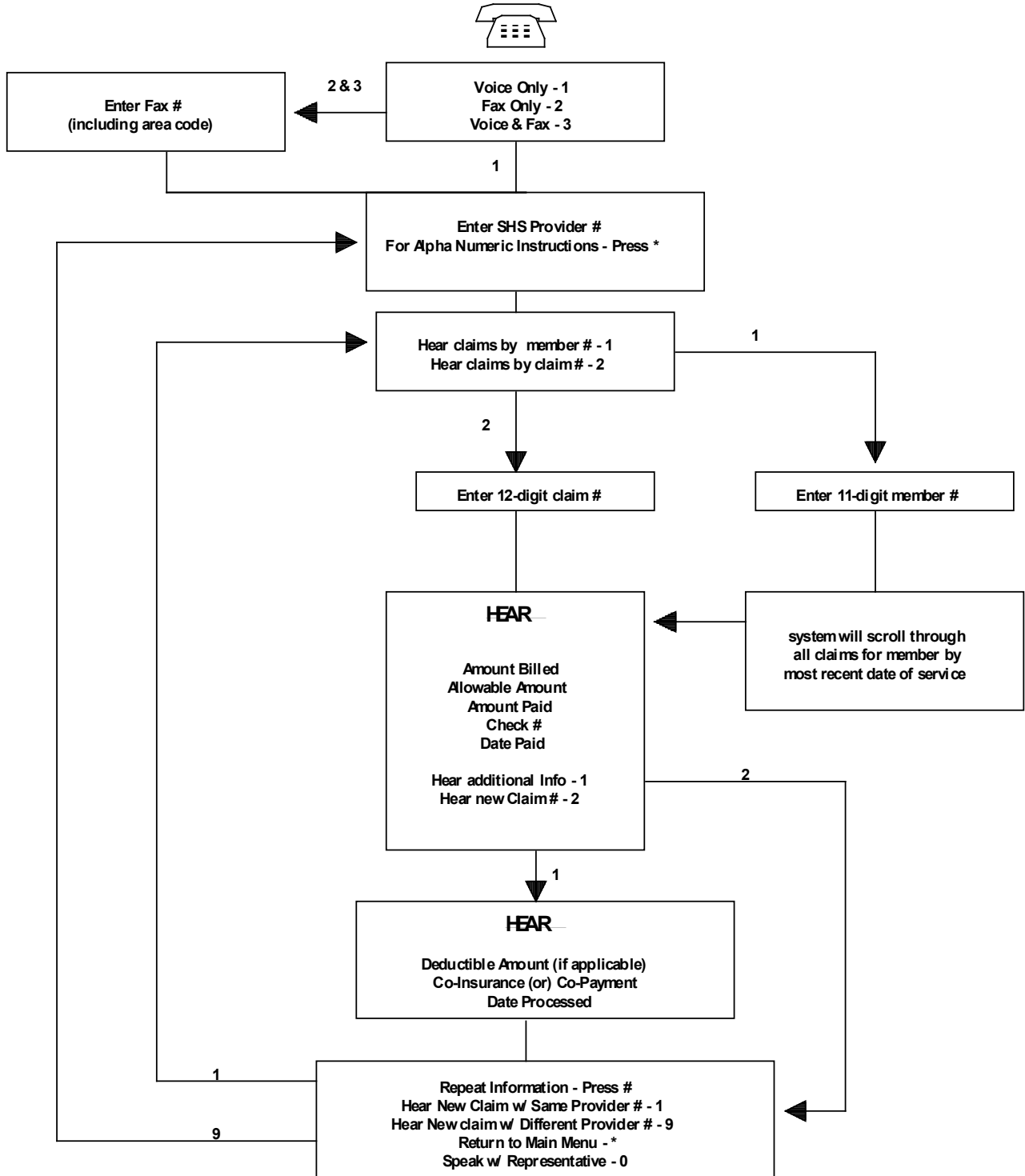


\*\*\*\*\* Press 9 to skip to next type of benefits

2025 SHL Provider Summary Guide

**CLAIMS STATUS / APPLICATION  
(PROVIDERS)**

Direct to IVR 242-7724 (HPN).....242-7393 (SHL)..



## 6.4 SHL Online Provider Center

Convenient and available 24/7, Sierra Health and Life's [Online Provider Center](#) is geared toward providing greater convenience and efficiencies for our contracted providers. Contracted providers and their administrative staff have access to important information when they need it.

The online provider center is a “real time” application that provides information such as member eligibility and benefits, prescription drug coverage information, prior authorization and claim status. Additional features include viewing and printing EOP's, as well as submitting prior authorization requests. **The online provider center can reduce or avoid time spent on the telephone with SHL's Member Services Department.**

For contracted providers that are not yet connected to the online provider center, please submit a request online via the online provider center website, [provider.healthplanofnevada.com](http://provider.healthplanofnevada.com), click on “Create an Account” and follow the on screen instructions. The online provider center Provider Tutorial is accessible on the SHL website and Provider Services is available to answer any specific questions you may have regarding the application.

## 6.5 Sierra Health and Life Web Site

The SHL web site, [www.sierrahealthandlife.com/Provider](http://www.sierrahealthandlife.com/Provider) is a valuable tool for you and your office staff. The SHL website has a section devoted entirely to providers and their needs. By visiting the SHL website, you will gain access to:

- Online provider directories
- SHL Preferred Drug List
- Mail-order pharmacy information
- Plan pharmacies
- SHL clinical guidelines
- UM Protocols
- Information regarding SHL's online provider center
- Credentialing information
- Online Provider Summary Guide
- Information regarding New Medical Technology

The SHL website will be periodically updated to communicate health plan updates and ongoing information related to services, care, process changes and legislative and regulatory updates impacting providers.

## 6.6 ID Cards

Copies of identification cards are provided to better identify our members. The front of the card contains information pertaining to the member and their benefits. Included in this information are the following:

Employer Name:	The employer name may be included on the card
Member Name:	Name of member, can be dependent, spouse or insured
Member Number:	Unique 11-digit number identifying each member
Group Number:	Employer Group Number
Benefits:	Medical Pharmacy Vision Dental

## 2025 SHL Provider Summary Guide

**Code:** For each benefit, a patient is eligible for, a corresponding code will be listed

**Effective Date:** Effective dates will be displayed for each benefit code the member is eligible for

**Copays:** Copays will be listed for Office Visits and other benefits if applicable

**Plan Name:** Sierra Health and Life  
*The online provider center, IVR or Member Services can provide additional copay information*

Based upon the benefits the member has, the information on the back of the card may contain some of the following information:

**Disclaimer:** Instructions for the member and providers regarding eligibility & prior authorizations

**Emergency:** Members are to call 911 or go to the nearest hospital in case of an emergency and contact member services as soon as reasonably possible

**Claims Address:** Where to send claims

**Benefit Questions:** Phone number to contact Member Services

**Mental Health:** If the member has Mental Health Benefits through SHL, the name and number of the Mental Health Provider

**Web Site:** Web Site Address information

**Network:** Plan Provider Network

Health plan members may now access their ID cards via the online member center (online or on their smartphones).

### A sample ID Card has been included for your review.

