

## Section 2 – Overview

---



Sierra Health and Life Insurance Company, Inc. (SHL) is a UnitedHealthcare Company which provides affordable, accessible and quality health care coverage. We offer a variety of commercial medical and dental, group and individual benefit plan options designed to provide services and solutions to meet our members' needs.

Our **Provider Relations and Network Management** department is available to provide ongoing assistance and support to providers and their office staff.

To assist in this process, a **Provider Advocate** is assigned to every contracted provider. Provider Advocates serve as liaisons and are available for staff orientations, ongoing assistance, education and support. Our Advocates conduct on-site visits to provide current, updated information, educational materials, and assist with problem resolution, including claims payment and status.

SHL's **Network Management** team is responsible for the initial contracting of providers, as well as for re-credentialing, contract amendments and updates. The Network Management team processes all provider changes, including distributing new and updated information throughout Sierra Health and Life's internal departments.

To contact a member of the Provider Relations Department, please email us at [ProviderAdvocateTe@uhc.com](mailto:ProviderAdvocateTe@uhc.com), or call:

**Medical:**

Las Vegas area  
Toll free

**(702) 242-7088**  
**(800) 745-7065**

**Dental:**

Las Vegas area  
Toll free

**(702) 242-7086**  
**(866) 253-8378**

*Hours of Operation: Monday - Friday 8:00 a.m. - 5:00 p.m. Pacific Standard Time*