

Health Plan of Nevada Provider Training

Updated 5/1/21



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

Health Plan of Nevada Medicaid Overview



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

- Contracted with the Division of Health Care Financing & Policy (DHCFP) since the inception of Medicaid Managed Care in April 1997
- Service areas: Clark and Washoe Counties
- Current Membership is approximately 290,000
- Plans in Northern and Southern Nevada
 - Health Plan of Nevada Medicaid and Nevada Check Up

How to become a Contracted Provider

1

Submit a Letter of Intent by visiting www.myhpnmedicaid.com, click on “I am-A Doctor / Provider”, then “Join Our Network”, then the appropriate tab for your practice (**Medical, ABA, and Dental Providers, or Behavioral Health Providers**).

2

The review process can take up to 30 days. Please reach out to the contracting department with any questions. (702) 242-7088 (option 2 then 5), or contracting@uhc.com.

3

All providers that will be seeing patients for the group must be credentialed. This process will take a minimum of 60 days.

4

Upon successful completion of the credentialing process, a contract will be forwarded for review and execution. After all signatures have been obtained, a fully executed copy of the Agreement will be returned to you for your files.

How to add a practitioner to an existing group contract

1

Submit a Provider Addition Request by going to www.myhpnmedicaid.com, click on “I am-A Doctor / Provider”, then “Join Our Network”, then “Provider Addition Request”.

2

If you chose to use CAQH for your application request, please make sure to complete your attestations prior to submitting your application.

3

The credentialing process will take a minimum of 60 days. To reach the credentialing department, you can call (702) 242-7559, or email NVSierracred@uhc.com.

4

When providers are credentialed, his/her information is sent to contracting to add the provider to the group. Contracting will reach out to you with a welcome letter for the provider, which includes their effective date and the plans that they are now contracted for.

Welcome!



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

- When the contract is fully executed, you will be assigned a Provider Advocate for assistance with the onboarding process. To get in touch with your advocate, you may call provider services at 702-242-7088 or 1-800-745-7065 (option 2 then 5), or e-mail us at provideradvocate@uhc.com.
- Provider Advocates assist providers with navigating the health plan, including, but not limited to:
 - Referral Requirements
 - Online Provider Center account access
 - General questions regarding your contract and Health Plan policies





Resources



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

- Our **Provider Summary Guide** can be found by going to www.myhpnmedicaid.com, click on “**I am-A Doctor / Provider**”, “**I Need Help With**”, and “**Provider Summary Guide**”. Here you can find detailed information regarding how to obtain member eligibility/benefits, claims policies, pharmacy services, referral requirements, utilization, frequently used forms, frequently called phone numbers, and much more.
- Our **contracted provider directory** can be found by going to www.myhpnmedicaid.com, click on “**I am-A Doctor / Provider**”, “**Care Options**”, then “**Doctor or Provider**”. Here you can search by specialty, or provider/group name to see if they’re contracted.
- You can also find our most recent **provider updates** by going to www.myhpnmedicaid.com, click on “**I am-A Doctor / Provider**”, “**I Need Help With**”, and “**Provider Memos Letters and Forms**”.



Online Provider Center



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

- Our **Online Provider Center (OPC)** is available to all contracted providers, and can be found by going to provider.healthplanofnevada.com and click “**Register**” to create a new administrative account. Administrative accounts are similar to general user accounts, however they allow the user to also create and maintain additional users under that Tax ID.
- Users can view member eligibility and benefits, claim status, view explanation of payments, submit and view prior authorization requests (and referrals when applicable), update provider demographics, as well as view any recent news bulletins.

The screenshot shows the Health Plan of Nevada Sierra Health and Life Online Provider Center dashboard. The top navigation bar includes the company logo and name, and a user profile icon. A left sidebar contains a menu with options: Dashboard, Members, Claims, Claim Doc Requests, EOP Search, Referrals/Prior Authorizations, Provider Demographics, Rx Prior Authorizations, and Bedday Codes. Below the menu is a 'News' section featuring a 'Free Cultural Competency Program' article with a 'Read More' button. The main content area is divided into two panels: 'Recent Claims' and 'Recent Members'. The 'Recent Claims' panel has a table with columns for Claim Number, Member Number, Status, and Claim Type. The 'Recent Members' panel has a table with columns for Member Number, First Name, Last Name, Date of Birth, and As of Date. A welcome message at the bottom of the main area reads: 'Welcome to the new Online Provider Center (OPC)! Find your most recent claims and member claims on the main dashboard.'



Questions



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

Please reach out to provider services with any further questions



702-242-7088 or 1-800-745-7065



provideradvocate@uhc.com



Thank you!