# Health Plan of Nevada Provider Training

**Updated 5/1/21** 



#### **Health Plan of Nevada Medicaid Overview**



- 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



Submit a Letter of Intent by visiting <a href="www.myhpnmedicaid.com">www.myhpnmedicaid.com</a>, 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).



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**.



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



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 <a href="https://www.myhpnmedicaid.com">www.myhpnmedicaid.com</a>, 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**.



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!



- 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 provideradvocatete@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







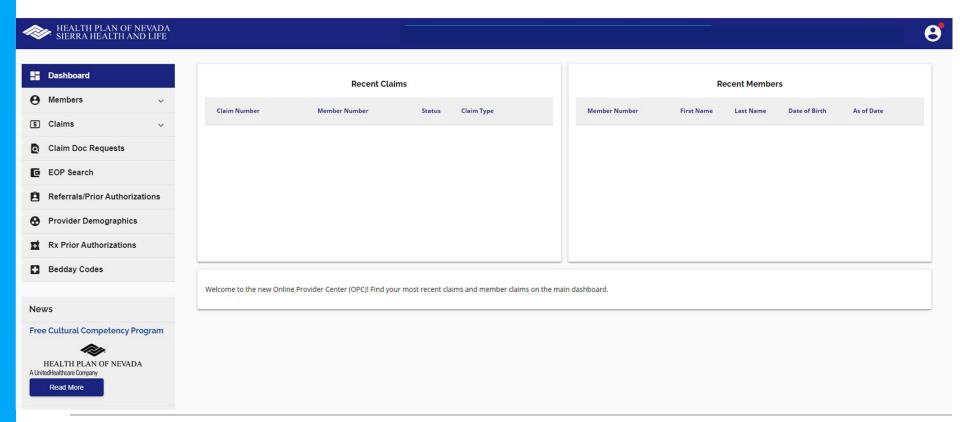
- Our Provider Summary Guide can be found by going to <u>www.myhpnmedicaid.com</u>, click on "I am-A Doctor / Provider", "I Need Help With", and "Provider Summary Guide". Here you can find detailed information regarding how to obtain member eligibility/benefits, claims policies, pharmacy services, referral requirements, utilization, frequently used forms, frequently called phone numbers, and much more.
- Our contracted provider directory can be found by going to <u>www.myhpnmedicaid.com</u>, 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 <u>www.myhpnmedicaid.com</u>, click on "I am-A Doctor / Provider", "I Need Help With", and "Provider Memos Letters and Forms".



### **Online Provider Center**



- 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.







## Please reach out to provider services with any further questions



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



provideradvocatete@uhc.com

