

## 16- Medical Director

---

As an integral part of its medical management services, HPN offers a knowledgeable Medical Director who is available 24-hours-a-day, 365-days-a-year for physician to physician communication. The HPN Medical Director may be reached through Southwest Medical Associates' PBX operator at **(702) 877-8600**. The operator will respond to contracted provider's requests to speak with the HPN Medical Director.

### 16.1 On-Call Medical Director

The Medical Director on-call can assist you with medical and administrative information and decisions related to emergency situations, hospital and sub-acute care admissions, emergency patient transfers and information on specialty consultations in unusual situations.

The Medical Director on-call is not meant to substitute for HPN's operations personnel who are available to address most routine activities, but is available for decisions requiring a physician's knowledge or oversight as needed.

All Medical Directors are licensed in the appropriate state, experienced and trained in utilization management and consult with Physician/Peer Reviewers as needed. Only a licensed physician can make UM denial decisions based on medical necessity. Additionally, a Medical Director oversees the appeals and grievance processes. If the Medical Director is unable to make a determination he/she will utilize a physician Specialist to review the request for prior authorization or appeal.

### Health Plan of Nevada

Physician	Specialty
Tricia Sellers, M.D.	Pediatrics
Stephanie Ashman, M.D.	Internal Medicine
Huy Ly, M.D.	Internal Medicine
Raul Mendez, M.D.	Internal Medicine
Laurine Tibaldi, M.D.	Internal Medicine
Lambert Wu, M.D.	Cardiology