

IT'S OUR GOAL TO BE YOUR HEALTH CARE PARTNER. This wallet card includes quick steps to Sierra Health and Life's procedures when utilizing the **UnitedHealthcare Choice Plus Network**.

For additional information, please contact Member Services at **1-800-888-2263**.



Prior Authorization

The requesting provider can initiate a prior authorization by:

- Fax at 1-800-282-8845
- Telephone at 1-800-288-2264

The Prior Authorization Form is available online at mySHLonline.com.

A variety of services require prior authorization with clinical review. Please refer to mySHLonline.com for a list of services or call Member Services at **1-800-888-2263**.

Prior authorization for urgent or emergency services is not required. However, notification of services is expected.

Billing for Providers

Please follow the steps below when billing Sierra Health and Life:

- 1 Verify eligibility by using one of the following options:
 - Telephone at **1-800-888-2263**
 - Online by signing in to the online member center at mySHLonline.com
 - Interactive voice response (IVR) at **1-800-768-2808**
- 2 Check the back of the member's ID card for claim and billing information.
- 3 Include the member number on the claim. The member number is on the ID card.
- 4 Collect the applicable copayment, deductible, and/or coinsurance from the member.

Claims

Claims should be submitted to the following address:

Sierra Health and Life
P. O. Box 15645
Las Vegas, NV 89114-5645

For information on submitting claims electronically, please call Member Services at **1-800-888-2263**.

Claims for covered services shall be submitted within 30 calendar days of the date of service, and in no event, later than 90 calendar days of the date of service.

Utilization Management

Sierra Health and Life defines Utilization Management as the process of evaluation and determination for appropriateness of health care services. Listed below are just a few of the functions performed by our utilization management system.

- Prior authorization (pre-service determination)
- Admission and health care services/telephone advice nurse (patient and provider access center)
- Concurrent review
- Denials and appeals process
- Retrospective review (post-service determinations)

Utilization Review Representatives are available from 6 am to 5 pm (PT).

SHL18492

Insurance coverage provided by Sierra Health and Life.

PD2238 (10/18)

Health Insurance Benefits Outside of Nevada



SIERRA HEALTH AND LIFE
A UnitedHealthcare Company