

SIERRA HEALTH-CARE OPTIONS  
QUIK REFERENCE GUIDE<sup>(R)</sup>

Employer/Group	Benefits/Eligibility, Claim Status, Paid By:	UM-Prior Authorization If SHO is the UM Vendor in this column, then SHO is responsible for Case Management.	Timely Filing Limit	Mail Claims to	Medical PPO Network Mental Health/Substance Abuse MH/SA Network	Dental Network	Pharmacy
Caesar's Entertainment  <b>Term Effective 1/1/2022</b>	UMR www.umar.com  Providers:877-233-1800 Members 877-852-3858	Sierra Health-Care Options 702-240-1516 Outside Las Vegas 800-873-5791  Nurse Line 702-240-1517  Fax 702-304-7411	6 months	UMR  PO Box 30541  Salt Lake City, UT 84130-0541  EDI Payer ID# 39026	Sierra Health-Care Options Inside Las Vegas 702-242-7840 Outside Las Vegas 800-698-4828 Northern Nevada Health Network Health Service Coalition Hospital Network Outside of Las Vegas & Travel - Access to UHC Choice Plus PPO.	Metlife Dental	OptumRX.com  877-524-3784
City of Henderson	HealthScope Benefits <b>Eff 1/1/2020</b>  1-800-884-0793  <a href="http://www.healthscopebenefits.com">www.healthscopebenefits.com</a> For DOS prior to 1/1/20 contact Loomis.	Sierra Health-Care Options  Inside Las Vegas 702-242-7340 Outside Las Vegas  800-873-5791 Fax 702-304-7411	12 months	HealthScope Benefits  PO Box 99005 Lubbock, TX 79490-9005  EDI Payer ID# 71063	Sierra Health-Care Options Inside Las Vegas 702-242-7840 Outside Las Vegas 800-698-4828 Northern Nevada Health Network Health Services Coalition Hospital Network Outside of Las Vegas & Travel - UHC Choice Plus PPO. <b>MH/SA EAP, U/M BHO 800-280-3782</b> <b>MH/SA U/M SHO 800-873-2246</b>	Sierra Health-Care Options  800-698-4828	Express Scripts  effective 01/01/2011 RXBIN 003858 PHONE: Customer 800-261-6634  Pharmacist only 800-824-0898
City of North Las Vegas  <b>Effective 1/1/2022</b>	UMR  1-800-826-9781  <a href="http://www.UMR.com">www.UMR.com</a>	Sierra Health-Care Options  Inside Las Vegas  702-242-7340 Outside Las Vegas 800-873-5791 Fax 702-304-7411	12 months	UMR  PO BOX 30541  Salt Lake City, UT 84130-0541  EDI Payer ID# 39026	Sierra Health-Care Options Inside Las Vegas 702-242-7840 UHC Choice Plus - outside of Las Vegas, out of network if used in Las Vegas, UHC Choice Plus in NNV.  <b>MH/SA U/M EAP - BHO 844-553-7126</b>	Ameritas  800-487-5553	OptumRX 877-599-2955  Telemedicine: Teledoc 1-800-835-2362  Pharmacist only 800-824-0898
Clark County Employees Self-Funded  <b>Effective 1/1/2020</b>	UMR  <b>Effective 1/1/2022</b>  1-800-395-7069  <a href="http://www.UMR.com">www.UMR.com</a>	Sierra Health-Care Options Inside Las Vegas 702-242-7340 Outside Las Vegas 800-873-5791 Fax 702-304-7411	12 months	UMR  PO BOX 30541  Salt Lake City, UT 84130-0541  EDI Payer ID# 39026	Sierra Health-Care Options Inside Las Vegas 702-242-7840 Outside 800-698-4828 Northern Nevada Health Network Health Service Coalition Hospital Network Outside of Las Vegas & Travel - Access to UHC Choice Plus PPO. <b>MH/SA BHO, U/M SHO 800-873-2246</b> <b>MH/SA EAP ComPsych 844-819-4771</b>	PPO - Diversified Dental Services <a href="http://www.ddspgo.com">www.ddspgo.com</a> EPO- SHO Dental Network 800-698-4828 Call UMR 1-800-395-7069	Navitus Health Solutions, LLC  855-673-6504  PCN = NVT BIN = 610602 Rx Group = CCN
Comp Net America	Refer to insurance identification  <a href="mailto:kowen@compnetamerica.com">kowen@compnetamerica.com</a>	Refer to insurance identification	N/A	Refer to insurance identification	SierraHealth-Care Options Northern Nevada Health Inside Las Vegas: 702-242-7840 Outside Las Vegas: 800-698-4828	Non Applicable	
Dignity Health  <b>Effective 1/1/2017</b>	UMR  Providers: 877-225-0091  Members: 877-868-2701	UMR  877-868-2701	12 months	UMR PO Box 30541 Salt Lake City, UT 84130-0541 EDI Payer ID# 39026	SierraHealth-Care Options Northern Nevada Health Netwok Inside Las Vegas: 702-242-7840  Outside Las Vegas: 800-698-4828  <b>MH/SA EAP BHO- 855-475-4747</b> <b>MH/SA BHO-844-553-7126</b> <b>MH/SA U/M - UMR CARE 866-868-2701</b>	Delta Dental Contact CommonSpirit Health Benefits Contact Center:  855-475-4747	Optum Rx Direct - 844-579-7778 Rx BIN: 610011 Rx PCN: IRX  Rx GRP: DYHCT PHONE: 844-579-7778

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Golden Nugget - Las Vegas	UMR (formerly Fiserv Health-Wausau)  866-300-2580	Sierra Health-Care Options Inside Las Vegas 702-242-7340 Outside Las Vegas  Fax 702-304-7411	12 months	UMR (formerly Fiserv Health Wausau) P.O. Box 30541 Salt Lake City, UT 84130-0541	Sierra Health-Care Options Inside Las Vegas 702-242-7840 Outside Las Vegas 800-698-4828 Northern Nevada Health Network <b>MH/SA EAP LIFE WORKS 888-319-7819</b> <b>MH/SA BHO 844-553-7126, U/M BHO 800-873-2246</b>	MetLife Dental	Optum Rx PHONE: 888-869-4600 or 702-869-4600
Nevada H.A.N.D., Inc.	UMR  800-826-9781	Sierra Health-Care Options  Prior Auth 702-242-7340 or 800-873-5791	12 months	UMR  P.O. Box 30541 Salt Lake City, UT 84130-054 EDI Payor ID #39026	Southern Nevada - Sierra Healthcare Options 702-242-7840  Health Services Coalition Outside Southern Nevada - UHC Choice Plus  <b>MH/SA EAP HealthyJoy 877-500-3212 Curallinc Healthcare</b> <b>MH/SA U/M BHO 702-364-1484 OR 800-873-2246</b>	Ameritas  1-800-487-5553	WellDyne  800-479-2000
Kaiser Permanente  Includes KPIC (inpatient and aftercare only)  Term Effective 8/1/22	<b>EFFECTIVE 8/1/22</b> Contact: Kaiser Permanente Northern/Southern California 800-464-4000, Colorado 800-632-9700, Georgia 404-261-2590, Hawaii 800-966-5955, Mid-Atlantic 800-777-7902, North Carolina 800-755-1925, Northeast 800-305-1998, Northwest 800-813-2000, Ohio 800-686-7100. Please refer to the back of the member identification card.  <b>Claim Status/Paid By</b> Sierra Health-Care Options 702-242-7840 options 1, 6	Kaiser Permanente  800-225-8883 Fax 562-658-4102	Kaiser Permanente  in network	Kaiser Permanente  Attn: Kaiser Claims PO Box 15392 Las Vegas, NV 89114-5392	Kaiser Permanente  SHO N. Nevada PPO Network  Sierra Health-Care Options Inside Las Vegas 702-242-7840	Kaiser Permanente	Kaiser Permanente  LOCATOR PHONE: 800-788-2949
Las Vegas Metropolitan Police Department Employee Health and Welfare Trust	UMR  Eligibility-call Las Vegas UMR ofc for LVMPD 702-413-1701  Providers: 866-868-4295 Members: 866-868-1395	Sierra Health-Care Options Inside Las Vegas 702-240-1520 Outside Las Vegas  800-873-5791 Fax 702-304-7411	12 months	UMR  PO Box 30541  Salt Lake City, UT 84130-0541  EDI Payer ID #39026	Sierra Health-Care Options Inside Las Vegas 702-242-7840  Outside Las Vegas 800-698-4828 Northern Nevada Health Network  Health Service Coalition Hospital Network  UHC Options PPO for Travel & residing outside of NV <b>MH/SA EAP, U/M BHO 800-873-2246</b>	Delta Dental (Effective 1/1/2020)  1-800-521-2651  www.deltadentalins.com/vmpd	Medimpact 888-212-5650 RX Bin: 003585 RX PCN: ASPROD1 RX GRP: LVM01  <b>SPECIALTY DRUGS</b> Specialty Drugs on Medical and PBN go through PaydHealth 1-877-869-7772. SHO UM Still does prior auth on these items.
Las Vegas Sands Corp.	UMR (formerly Fiserv Health Wausau) 888-836-3236	Sierra Health-Care Options Inside Las Vegas 702-242-7340 Outside Las Vegas  800-873-5791 Fax 702-304-7411	12 months	UMR (formerly Fiserv Health Wausau) P.O. Box 30541  Salt Lake City, UT 84130-0541 Claims: EDI 39026	Sierra Health-Care Options Inside Las Vegas 702-242-7840 Outside Las Vegas 800-698-4828 Northern Nevada Health Network <b>*Effective 1/1/2014*</b> Hospital & Surgical Network, contact <b>UMR</b>  Exclusively with Steinberg Diagnostic <b>MH/SA EAP and U/M 844-553-7126</b> <b>Harmony 800-363-4874 for in-pt./ U/M</b>	Liberty Dental 888-401-1128	RX Benefits 800-334-8134
Marshall Retail Group  Effective 1/1/2022	UMR  800-826-9781  <a href="http://www.UMR.com">www.UMR.com</a>	Sierra Health-Care Options Inside Las Vegas 702-242-7340 SHO in SNV. NNV-will use Choice Plus only. Some members reside outside of NV and will use UHC Choice Plus.	12 months	UMR  PO Box 30541 Salt Lake City, UT 84130-0541  EDI Payer ID #39026	Sierra Health-Care Options <a href="http://www.sierrahealthcareoptions.com">www.sierrahealthcareoptions.com</a> Inside Las Vegas 702-242-7840 SHO in SNV. NNV-will use Choice Plus only. Some members reside outside of NV and will use UHC Choice Plus  <b>MH/SA BHO, U/M BHO 844-553-7126 EAP Contact UMR.</b> <b>MH/SA In-Pt. - Harmony 800-363-4874</b>	UHC Dental 877-816-3596	OptumRx  Telemedicine: Teledoc

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MGM Resorts	UMR  877-561-0722	Sierra Health-Care Options Inside Las Vegas 702-242-7340 Outside Las Vegas 800-873-5791	12 months	UMR PO Box 30541 Salt Lake City, UT 84130-0541  EDI Payor ID #39026	Sierra Health-Care Options Northern Nevada Health Network Inside Las Vegas 702-242-7840 Outside 800-698-4828 Health Service Coalition Hospital Network <b>MH/SA EAP, U/M Harmony Healthcare 800-363-4874</b>	Liberty Dental (Network & TPA) 888-902-0401	Optum RX RxBin 005947 Rxpcc CLAIMCR RxGrp MGMRI PHONE: 855-209-1297
NDOC Nevada Dept of Corrections Incarcerated Individuals	Hometown Health  775-982-3232 option #2	Hometown Health  775-982-3723	N/A	Hometown Health P.O. Box 981703 El Paso, TX 79998-1703  EDI Payor ID# 88023	Southern Nevada - Sierra Health-Care Options 800-698-4828  Northern Nevada - Hometown Health 775-982-3232 option #2	Non Applicable	Not Applicable
<b>Term Effective 7/31/2021</b> PLI Las Vegas, LLC	UMR  For Providers: 877-233-1800  For Members: 800-207-3172	Sierra Health-Care Options 702-242-7340	12 months	UMR PO Box 30541 Salt Lake City, UT 84130-0541  EDI Payor ID #39026	Sierra Health-Care Options Inside Nevada Choice Plus Outside NV and Travel Network <b>MH/SA EAP Magellan www.magellanhealth.com 800-356-7089</b>  <b>MH/SA BHO U/M 800-873-2246</b>	Principal 800-247-4695 www.principal.com	OptumRx RxBIN: 610127 RxPCN: 01960000 RxGRP: 01963613  Phone: 877-559-2955
State of Nevada	Healthscope Benefits 888-763-8232	Hometown Health 775-982-3232 or 888-323-1461 American Health Holding <b>(EFFECTIVE 06/27/2019)</b> <b>**For medical services out of state: use First Health Network. Contact TPA**</b>	12 months	Healthscope Benefits P.O. Box 91603  Lubbock, TX 79490-1603 NEIC/THIN PAYOR # 71063	<b>Southern NV- Sierra Health-Care Options</b> 702-242-7840 or 800-698-4828  HCA access through Hometown Health <b>Northern NV/Hometown Health Plan 775-982-3105</b>	Diversified Dental Services P.O. Box 36100 Las Vegas, NV 89134  800-249-3538	Express Scripts PHONE: 855-889-7708
State of Nevada	UMR 888-763-8232 www.umar.com	Sierra Health-Care Options TF #: 888-323-1461 Local: 702-243-4647 Fax #: 702-304-7411	12 months	UMR P.O. Box 30541 Salt Lake City, UT 84130-0541 EDI Payor ID #39026	<b>Southern NV- Sierra Health-Care Options</b> 702-242-7840 or 800-698-4828 <b>Northern NV/Outside of NV - UHC Choice Plus MH/SA TF#:</b> <b>855-839-6028 Local: 702-243-4647 Fax#: 702-341-7681</b>	Diversified Dental Services 800-249-3538 www.ddsppo.com	Express Scripts 855-889-7708
Station Casinos	HPN	HPN	6 months	Boon-Chapman P.O. Box 9201 Austin, TX 78766	Sierra Health-Care Options Inside Las Vegas 702-242-7840 Outside Las Vegas 800-698-4828  <b>**Dental Only**</b>	Sierra Health-Care Options 800-698-4828 702-242-7840	CONTACT HPN
<b>**Dental Only**</b> New TPA - Boon-Chapman 800-936-7670	UMR Providers 866-552-3827 Members 855-858-6860	Sierra Health-Care Options 702-954-7571 Prior-Auth or fax 702-304-7411  SHO Admission Notifications (hospitals) 702-242-7770 or fax 702-667-4623	12 months	UMR PO Box 30541  Salt Lake City, UT 84130-0541  EDI Payor ID #39026	Sierra Health-Care Options - Clark County Outside Clark County - UHG Choice Plus  <b>MH/SA EAP BHO The Life Connection 800-280-3782</b>  <b>MH/SA U/M BHO 877-393-6094 (In Las Vegas 702-240-8733)</b>	Cigna	CandidRX 833-360-5546
Teachers Health Trust (THT)	UMR Providers 866-552-3827 Members 855-858-6860	Sierra Health-Care Options 702-954-7571 Prior-Auth or fax 702-304-7411  SHO Admission Notifications (hospitals) 702-242-7770 or fax 702-667-4623	12 months	UMR PO Box 30541  Salt Lake City, UT 84130-0541  EDI Payor ID #39026	Sierra Health-Care Options Inside Nevada NNV and outside LV area-UHG Choice Plus. NNV members able to use SHO network in SNV. SHO Transplant, SHO Tertiary. Choice Plus NNV and Georgia EE's; no reciprocity in SNV (i.e. - use UHC Choice Plus if in SNV). <b>MH/SA U/M UHC Live Well Work Well 800-328-5979</b> <b>MH/SA EAP UNUM.COM/Lifebalance 800-854-1446</b>	MetLife-Phoenix <a href="mailto:service@metlifeservice.com">service@metlifeservice.com</a> 800-942-0854 P.O. Box 14588 Lexington, KY 40512	TruScripts 844-257-1955
Truline Corporation	UMR  800-826-9781	Sierra Health-Care Options 702-243-8499 800-873-5791  TAN 702-242-7330 800-288-2264	12 months	UMR PO Box 30541 Salt Lake City, UT 84130-0541  EDI Payor ID #39026	Sierra Health-Care Options Inside Las Vegas 702-242-7840 Outside Las Vegas 800-698-4828  Northern Nevada Health Network <b>*Effective 1/1/2014*</b> Hospital & Surgical Network, contact UMR <b>Exclusively with Steinberg Diagnostic</b> <b>MH/SA EAP and U/M 844-553-7126</b> <b>Harmony 800-363-4874 for in-pt/ U/M</b>	Liberty Dental  888-401-1128	CVS/Caremark  (effective 01/01/2017) <a href="http://www.caremark.com">www.caremark.com</a> PHONE: 800-594-4316
Venetian Resort	UMR (formerly Fiserv  Health Wausau)  888-836-3236	Sierra Health-Care Options Inside Las Vegas 702-242-7340 Outside Las Vegas  800-873-5791 Fax 702-304-7411	12 months	UMR (formerly Fiserv formerly Health Wausau) Claims EDI: 39026 UMR P.O. Box 30541, Salt Lake City, UT 84130-0541	Sierra Health-Care Options Inside Las Vegas 702-242-7840 Outside Las Vegas 800-698-4828  Northern Nevada Health Network <b>*Effective 1/1/2014*</b> Hospital & Surgical Network, contact UMR <b>Exclusively with Steinberg Diagnostic</b> <b>MH/SA EAP and U/M 844-553-7126</b> <b>Harmony 800-363-4874 for in-pt/ U/M</b>	Liberty Dental  888-401-1128	CVS/Caremark  (effective 01/01/2017) <a href="http://www.caremark.com">www.caremark.com</a> PHONE: 800-594-4316