



HEALTH PLAN OF NEVADA  
A UnitedHealthcare Company



SIERRA HEALTH AND LIFE  
A UnitedHealthcare Company

## Discover the New Online Provider Center (OPC).

Now with updated navigation and dashboard.

**Keep track of health plan information the easy way – online.** OPC (formerly known as @YourService) brings health insurance information together in one place. Use this convenient service to:

- Search for a member by name, member number, Medicaid ID (state issued) or social security number.
- View member eligibility and benefits (health plan type, deductible/accumulators, cost share, health plan ID cards, claims, prior authorizations, referrals and case management).
- Manage and check the status of a claim, referral or prior authorization.
- Submit a referral or prior authorization request.
- View and print explanation of payments.
- Keep up to date on the latest news from HPN/SHL.

### Let's get started.

- Visit **HealthPlanofNevada.com** or **SierraHealthandLife.com** and select **sign in**. First-time users\* will need to request access.
- From the OPC homepage, enter your **username** and **password**. (We suggest you bookmark this site for future use.)
- Once you sign in, you'll see the new dashboard. If you need help navigating the site, view our **online tutorial**.

### Who is eligible for an OPC account?

**Each practice should designate an account administrator.** Account administrators are responsible for making sure every employee (individual account holder) has a separate username and password, and signs the **Terms of Usage Acknowledgement form**. The administrator also keeps the forms on file and sends them to HPN/SHL upon request.

\*Users must be HPN/SHL contracted providers to have access to OPC. Requests from non-contracted providers, billing services or management companies will be denied.

If you have any questions, please contact your provider advocate or call **702-242-7088** or **1-800-745-7065**.