ATTENTION HPN AND SHL PROVIDERS

The 2019 HPN and SHL Provider Summary Guides are available online:

[www.healthplanofnevada.com/Provider](http://www.healthplanofnevada.com/Provider)  
Click on “I Need Help With”  
Then “Provider Summary Guide”

[www.sierrahealthandlife.com/Provider](http://www.sierrahealthandlife.com/Provider)  
Click on “I Need Help With”  
Then “Provider Summary Guide”

The Provider Summary Guides contain important information about the Health Plan’s policies and programs, many of which may assist your office in managing the healthcare of your patients. Useful information in the Guides includes, but is not limited to:

- The Quality Improvement Program including HEDIS measures and health literacy information,
- Member Rights & Responsibilities,
- Pharmacy Services information such as drug prior authorization, step therapy and generic substitution procedures,
- Utilization Management/Prior Authorization information including clinical practice guidelines, UM criteria, specialist referral guidelines and how to reach UM staff,
- How to refer your patients with challenging healthcare needs to the Complex Case Management Program
- How to refer your patients to Population Health and Wellness programs
- Provider Administrative Requirements and Resources

While on the websites, please also review the Quality Corner. Here you can review the plan’s progress in meeting the Quality Improvement Program’s annual goals and the section “Provider Resources to Understanding Quality”. Here you will find valuable details about how quality care is being measured by The Centers for Medicare and Medicaid Services (CMS) and the National Committee for Quality Assurance (NCQA), including HEDIS measures. For more information about the Quality Improvement Program or the Quality Corner, please contact (702) 562-4666.

If you have any questions regarding this facsimile, or if you would like to request a hard copy of the Provider Summary Guide, please contact your Provider Advocate directly or Provider Services at (702) 242-7088 or (800) 745-7065.