



Get to know your benefits.

HMO Plan



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

Three Key Areas



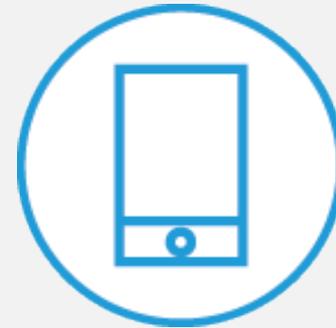
HEALTH PLAN OF NEVADA
A UnitedHealthcare Company



**Benefit
Plan**



**Know
Where to
Go For
Care**



**Tools and
Resources**



Benefit Plan

Medical Plan Copays



In-Network	HMO Plan
Office Visits	\$3 Copay
Specialist Visits	\$3 Copay
Preventive Visits	\$0 Copay
NowClinic - Virtual	\$0 Copay
Urgent Care	\$15 Copay
Urgent Care-Home	\$15 Copay
Lab & X-Ray	\$0 Copay
Inpatient Admission	\$0 Copay
Outpatient Surgery	\$0 Copay
Emergency Room	\$75 Copay

How Your Primary Care Provider Supports You



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company



Understands you and your health history



Helps prevent and catch health issues before they become more serious



Refers you to the right specialist should you need special care



Choosing a Primary Care Provider (PCP)



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

Choosing a PCP



Find a provider at
[HealthPlanofNevada.com](https://www.healthplanofnevada.com)

- Located in a town/city near you
- General or family practice, pediatrician or internal medicine provider
- Write down the physician ID number to select your PCP during enrollment
- Select for the entire family or select one for each dependent
- If you don't choose one, one will be assigned to you.

Your Pharmacy Benefits – Three Tiers

OptumRx® is your Health Plan of Nevada pharmacy care services manager

	TIER I	TIER II	TIER III
RETAIL Up to 30-day supply	\$7	\$15	\$40
MAIL ORDER Up to 90-day supply	\$14	\$30	\$80



Review our preferred drug list (PDL) at [HealthPlanofNevada.com](https://www.healthplanofnevada.com)



Know Where to Go

Know Where to Go for Care



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company



SIERRA HEALTH AND LIFE
A UnitedHealthcare Company

Care Options

For Needs or Symptoms, such as:

Copay¹

24/7 Advice Nurse

Care advice from a registered nurse

- Choosing where to get medical care
- Minor illnesses or injuries

No Cost

24/7 Virtual Visits

Video chat with a doctor. Same-day medication delivery available. Restrictions apply.

- Cold
- Flu
- Fever
- Pinkeye
- Sinus problems

No Cost²

24/7 Urgent Care³

Care for non life-threatening but urgent needs

- Ear infections
- Colds & other respiratory problems including coughs & congestion
- Sprains and strains
- Most abdominal pain
- Vomiting & diarrhea
- Most cuts, burns, fevers & back pain

\$\$

Urgent Care House Call⁴

Home urgent care visit when you aren't feeling well enough to travel

- Migraine headaches
- Cuts that need stitches & skin infections
- Urinary tract infections
- Flu & pneumonia
- Dehydration, IV placements & IV fluids
- Asthma attacks, COPD & respiratory infections

\$\$

24/7 Emergency Care⁵

Treatment of the sudden onset of life-threatening needs

- Serious burns
- Major trauma
- Poisoning
- Serious breathing difficulties
- Heavy bleeding
- Severe chest pain
- Sudden paralysis

\$\$\$\$

If you have a life-threatening situation, call 911 or go to the nearest hospital emergency room. But if it's not an emergency, comparing care options could help save you time, money and frustration. ¹Actual payments may vary depending upon benefit coverage. The information and estimates provided are for general informational and illustrative purposes only and are not intended to be nor should be construed as medical advice or a substitute for your doctor's care. You should consult with an appropriate health care professional to determine what may be right for you. ²Calendar year deductibles and/or coinsurance may apply on some plans. ³Hours of operation may vary by location. ⁴This service is only available to health plan members living in covered ZIP codes. To check availability, call the 24/7 advice nurse at 1-800-288-2264, TTY 711. ⁵IMPORTANT: 1) Your health plan is not contracted with certain freestanding and hospital emergency rooms. Call your health plan for more information. 2) Some neighborhood hospitals may not have specialists on staff, so you could be transported to a hospital emergency room for complex conditions that require a specialist. **NowClinic® virtual visits are not intended to address emergency or life-threatening medical conditions. Please call 911 or go to the emergency room under those circumstances.** NowClinic services may be covered by some health plans; copays and deductibles may apply. Members under the age of 18 must have a guardian contact NowClinic customer support for assistance in enrolling for their account. Customer support can be reached at 1-877-550-1515.

24/7 Virtual Visits



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

Secure video chat with a provider from your computer or mobile device for **\$0 copay**.



- No appointment needed to get care for **non life-threatening and non-urgent medical conditions**, such as allergies, pink eye and sinus infections
- Appointment required for consultations, follow up care or meetings scheduled by providers.
- Same-day medication delivery available. Restrictions apply.



Search **NowClinic** in
your app store or
visit **NowClinic.com**
and enroll!



Urgent Care House Call

Avoid unnecessary expenses and trips to the ER. Urgent care house calls can treat most things urgent care centers can for the same cost.

Available seven days a week.¹ Urgent care house calls include the tools necessary to provide advanced medical care in the comfort of your home. Most prescriptions can be sent to your chosen pharmacy.

Request care:

STEP
01

Contact our 24/7 advice nurse toll-free at **1-800-288-2264**, TTY **711**.

STEP
02

Review your symptoms with our advice nurse over the phone.

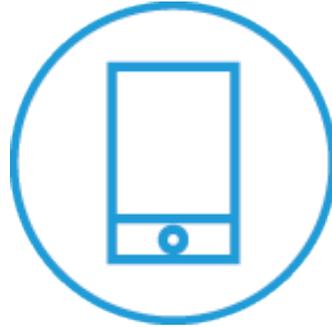
STEP
03

If appropriate, get urgent care that comes to you!² _____



Some of the things home urgent care visits are good for...

- ▶ Migraine headaches
- ▶ Cuts that need stitches and skin infections
- ▶ Urinary tract infections
- ▶ Flu and pneumonia
- ▶ Dehydration, IV placements and IV fluids
- ▶ Asthma attacks, COPD and respiratory infections



Online Tools and Resources



Sign in for a personalized view of your benefits.

Account Summary
Member: Subscriber Test
111111111111

Effective Date: 01/01/2019

Member Information

Group Name: GROUP TEST
Effective Date: 01/01/2019
PCP: DEFAULT - LV

Deductibles

Calendar Year Deductible

Member	<div style="width: 20%;"></div>	You've used \$1,000.00 out of a max of \$7,000.00
Family	<div style="width: 10%;"></div>	You've used \$500.97 out of a max of \$14,000.00

Calendar Year Manual Manipulation Maximum

Member	<div style="width: 25%;"></div>	You've used 5 out of a max of 20 visits
--------	---------------------------------	---

[View All](#)

Out-of-Pocket

Calendar Year Out-of-Pocket Maximum

Member	<div style="width: 15%;"></div>	You've used \$1,000.00 out of a max of \$7,900.00
Family	<div style="width: 5%;"></div>	You've used \$500.41 out of a max of \$15,800.00

Benefits shown are an example. Plan and copays may differ.

Prior Authorization
Member: Subscriber Test
111111111111

Effective Date: 01/01/2019

Here's a list of prior authorizations we have on file for you. Your provider may prescribe a health care service, treatment, equipment or medication, which requires review and approval. This process is called **prior authorization**, and the goal is to ensure you receive the most appropriate, medically necessary care. You can search for a prior authorization by status, provider or date range.

Status:
-- All --

Provider:
-- All --

Date Range:
Start Date: 10/01/1999
End Date: 10/01/2019

[Search](#)

<p>RECEIVED DATE: 01/02/2019 Prior Authorization #W01111111111 Benefit Tier: HMO</p> <p>Providers: From: Requesting Doctor To: Servicing Group</p> <p>Diagnosis: XXXX - Diagnosis</p> <p>More</p>	<p>STATUS: VOIDED, APPROVED DATE: 01/02/2019</p>	<p>RECEIVED DATE: 12/30/2019 Prior Authorization #W02222222222 Benefit Tier: NON-HMO</p> <p>Providers: From: Requesting Doctor To: Servicing Group</p> <p>Diagnosis: VZ21 - Diagnosis</p> <p>More</p>	<p>STATUS: VOIDED, APPROVED DATE: 01/03/2019</p>
---	---	---	---

Visit HealthPlanofNevada.com and create an account.

Mobile App



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

Keep track of your health plan information the easy way. Together in one place.



- Find out who is on record as your primary care provider (PCP).
- Talk with an advice nurse. Available 24/7.
- Video chat with a provider 24/7. No appointment needed.
- Search for a doctor, specialist, facility or lab.
- View, download and email your health plan ID card.
- Save your health plan ID card to your Apple Wallet™.
- See your copay, deductible and out-of-pocket expenses, if applicable.
- Check the status of a claim, prior authorization or referral.
- Access your health records.*
- Update your contact information and address.
- Select communication preferences.
- Get step-by-step directions to contracted urgent cares, convenient cares and hospitals near you.

*Only available to Southwest Medical patients who opt-in to receive electronic medical records.



Search **MyHPN** in your app store and download

Key Plan Resources



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company



General & Plan Information
HealthPlanofNevada.com



Member Services
1-800-777-1840, TTY 711



Wellness Programs
HealthPlanofNevada.com



Mental Health/Sub Abuse
call 702-364-1484 or 800-873-2246



24/7 Advice Nurse
1-800-288-2264, TTY 711



24/7 Virtual Visits
**NowClinic app or go to
NowClinic.com**

Open Enrollment Questions?



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

Have a question or not sure about a benefit.

Please contact: **Craig Coleman**
by phone at 702-304-6934 or by
email: craig.coleman@uhc.com





Thank you!