

# Discover the plan that puts you first

**POS Plan  
Members**



HEALTH PLAN OF NEVADA  
A UnitedHealthcare Company



Download the  
**MyHPN** app  
to find care  
locations  
near you.



Easily manage your health plan information on the go and get turn-by-turn directions to contracted urgent care and hospital locations.



Your personal medical information is confidential and is only available to you and your provider.  
You must be a Health Plan of Nevada member to use the app.

We're here  
for you.

We've been in the health care industry for a long time. It's our purpose and our passion. And the best part, **we're local.**

Our approach to health care is simple. We take away the guesswork so you can focus on keeping you and your family healthy.

Let's get started. Discover how a POS plan can help give you peace of mind.

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### We're on call.

If you're unsure about your condition, our 24/7 advice nurse may be able to help. Our nurse is available to answer questions, provide self-care advice and help you decide whether to seek urgent care, emergency care, or schedule an appointment with your provider. Just call toll-free

**1-800-288-2264, TTY 711.**



### Questions about your health plan?

Call the number on the back of your health plan ID card to speak with our Member Services team.



Or visit  
**HealthPlanofNevada.com**  
and sign in.

# Get to know your group POS plan.

**It's personal care combined with freedom of choice.** With a POS plan, you can choose how you want to use your health plan based on three benefit tiers.

### Here's how it works.

To take advantage of **Tier I benefits**, you must choose a Health Plan of Nevada contracted primary care provider (PCP). You'll see your PCP for routine care, yearly

checkups and other general health concerns. In return, your PCP will keep a record of your health history to make informed decisions about your care. With Tier I, your **PCP helps coordinate specialty care** through a referral. You'll visit your PCP for an initial exam. If you need a more thorough diagnosis, your PCP will refer

you to a specialist. This option provides the most coverage for the least out-of-pocket cost.

With **Tier II**, you can bypass your PCP to see a specialist or a doctor in network, but you will share more of the cost. This may include copayments or coinsurance for office visits, coinsurance for other covered

services and a deductible. This tier also has a larger provider network and gives you

access to the UnitedHealthcare Choice Plus national network.

With **Tier III Out-of-Network**, you can visit any licensed health care provider or hospital. However, you are responsible for paying all costs for care at the time of service, filing claim forms for reimbursement, meeting a deductible and sharing higher coinsurance.

## You and your primary care provider are a team.



# Everything you need



# is in your wallet.

Card shown is an example.  
Plan and copays may differ.

## Discover the benefits of your plan.

**POS plans are designed to offer flexibility.** Combining the best features of an HMO and PPO, POS plans give you choice. **You can pick the benefit tier you want each time you access care.** For example, if you see a specialist once or twice a year, you may decide to access that specialist directly for a higher cost share and not worry about getting a referral from your PCP.

**You are not required to stay in network.** If you choose to use the Tier III Out-of-Network benefit, you are free to see any licensed health care provider. However, you will pay for the care up front and have more out-of-pocket costs.

**Preventive care available at no cost.** Your plan covers preventive care screenings at no cost when you see a network provider. During the visit, your doctor will review your health history and may recommend preventive screenings, depending on your age and risk factors.

**Access to Southwest Medical in Southern Nevada.** Your plan includes access to Southwest Medical, one of Nevada's largest multi-specialty medical groups. Southwest Medical has health care centers across the Las Vegas Valley, including a **24-hour urgent care**. Find out more at **smalv.com**.

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**Access to the largest  
provider network in Nevada.**

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Want to know more?  
Visit [HealthPlanofNevada.com](http://HealthPlanofNevada.com).

# Day or night, we're here for you.



24/7 virtual  
visits



24/7 advice  
nurse



Health education  
and wellness



Family doctors  
and specialists



Preventive care  
and immunizations



MyHPN  
app



Weight loss  
program



Healthy  
recipes



Healthy rewards  
program



24/7 urgent  
care centers\*



Urgent care  
at home



24/7 emergency  
care



Hospital  
care



Mental health  
services



Pregnancy and  
new baby support

\*Hours of operation may vary by location.

# Real Appeal<sup>®</sup> Weight Loss Program

Based on Science. Led by Experts.



- \$0 copay
- Free success kit
- Weekly online group sessions with transformation coach
- Real Appeal app






**10 lbs. average weight loss\***

The Real Appeal program is available to **group members** with a BMI of 23 and higher as part of their covered health benefits. Enroll today at [healthynv.realappeal.com](http://healthynv.realappeal.com).

\* Based on Real Appeal at-risk participants who attended four or more sessions. Individual results may vary.

# Save time and money.

When you need care, call your primary care provider (PCP) first.  
If your PCP isn't available, it's important to know you have options.

Care options	For needs and symptoms such as:	Copay <sup>1</sup>
 <b>24/7 advice nurse</b> Care advice from a registered nurse. Call <b>1-800-288-2264</b> , TTY <b>711</b>	<ul style="list-style-type: none"> <li>Choosing where to get medical care</li> <li>Minor illnesses or injuries</li> </ul>	<b>No Cost</b>
 <b>24/7 virtual visits</b> Video chat with a doctor on NowClinic®	<ul style="list-style-type: none"> <li>Allergies</li> <li>Bladder infection</li> <li>Bronchitis</li> <li>Pinkeye</li> <li>Sinus problems</li> <li>Viral illnesses</li> </ul>	<b>No Cost<sup>2</sup></b>
 <b>24/7 urgent care<sup>3</sup></b> Care for non life-threatening but urgent needs	<ul style="list-style-type: none"> <li>Ear infections</li> <li>Colds and other respiratory problems including coughs and congestion</li> <li>Sprains and strains</li> <li>Most abdominal pain</li> <li>Vomiting and diarrhea</li> </ul>	\$\$\$
 <b>Urgent care at home<sup>4</sup></b> If appropriate, get urgent care that comes to you	<ul style="list-style-type: none"> <li>Migraine headaches</li> <li>Cuts that need stitches and skin infections</li> <li>Urinary tract infections</li> <li>Flu and pneumonia</li> <li>Asthma attacks, COPD and respiratory infections</li> </ul>	\$\$\$
 <b>24/7 emergency care<sup>5</sup></b> Treatment of the sudden onset of life-threatening needs	<ul style="list-style-type: none"> <li>Serious burns</li> <li>Major trauma</li> <li>Poisoning</li> <li>Serious breathing difficulties</li> <li>Heavy bleeding</li> <li>Severe chest pain</li> <li>Sudden paralysis</li> </ul>	\$\$\$\$

 **Your health plan is not contracted with certain freestanding ERs. Ask before you enter.**

**If you have a life-threatening situation, call 911 or go to the nearest hospital emergency room.** If it's not an emergency, comparing care options could help you save time, money and frustration.

<sup>1</sup>Actual 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.

<sup>2</sup>\$0 copays apply with most NowClinic virtual visits. Calendar year deductibles and/or coinsurance may apply on some plans. Copays may apply on virtual visits with providers not on the NowClinic platform.

<sup>3</sup>Hours of operation may vary by location.

<sup>4</sup>Restrictions apply. Not available in all areas. To see if urgent care at home is right for you, contact our 24/7 advice nurse toll-free at **1-800-288-2264**, TTY **711**.

<sup>5</sup>IMPORTANT: 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**.

# Live your healthiest life.

With support from our **Health Education and Disease Management** teams, you get tools to help you live a healthy and happy life.



Nutrition



Diabetes



Weight loss



Prediabetes



Asthma



Stop smoking



Kidney health



Online education



Telephonic education



Registered nurses



Registered dietitians



1:1 consultations

# Important things to know about a group POS plan.

- ▶ A **primary care provider (PCP)** is encouraged, but not required for Tier II and Tier III benefit options. If you do not choose a PCP for the Tier I HMO benefit, one will be assigned to you based on your address. You can change your PCP at any time. Females 14 years and older may select an OB/GYN in addition to a PCP. For a complete list of providers, visit **HealthPlanofNevada.com**.
- ▶ To **receive the greatest cost savings** on a specialist visit, you should see your PCP for an initial exam. Then your PCP will provide a referral to a specialist for a more thorough diagnosis, if needed. This applies to your Tier I HMO benefit only.
- ▶ You need to get care from **in-network (contracted) providers** to receive benefit coverage, except for emergency services and urgent care. To receive benefit coverage, ask your providers to use a network lab for any tests or diagnostic imaging services, such as X-rays, MRIs and CT scans.
- ▶ **Prior authorization** is needed for certain services. See page 15 for a quick lesson on prior authorization.
- ▶ Going to a **non-contracted hospital** may result in you being responsible for hospital charges/bills.
- ▶ Always carry your **health plan ID card** with you. Show it when you fill a prescription and check-in for medical appointments. It includes important phone numbers and plan copays.





- **Pharmacy benefits**

Your plan covers prescription drugs from **network pharmacies**. Your copayment is based on levels called prescription tiers. The costs are lower in tier 1 and higher in tier 3 (or tier 4 if one applies). View our preferred drug lists at **HealthPlanofNevada.com**.

- **You may be required to try step therapy.**

This means you must try certain drugs to treat your medical condition before we'll cover another drug for that condition. You may submit an exception request to waive step therapy requirements or quantity limit restrictions.

- **Hospital stay**

**Your doctor will help coordinate your care** if you should ever need to be admitted to a hospital on a non-emergency basis.

Our team will help monitor your care by performing initial and ongoing reviews. This is to make sure the health care services you receive are appropriate, provided in the right setting and medically necessary. If you're admitted to a hospital outside of our service area, we may review your medical records to evaluate the appropriateness of the medical care, services, treatments and procedures you received.

Depending on your situation, we'll arrange for any ongoing medically necessary care, services and equipment you need after leaving the hospital. This may include in-home care or transferring you to another facility.

- **Prior authorization**

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.

All requests requiring a medical or clinical decision are reviewed by a licensed physician or under the supervision of one. In addition, only a physician may deny a request. To learn more, please refer to your health plan documents.

You or your provider may **file an appeal if coverage is denied**. To appeal a decision, call Member Services or mail a written request within 180 days from the date of the denial.



# We'll stay in touch.

- ▶ You'll receive your **health plan ID card** by mail prior to your effective date.
- ▶ Soon after your effective date, you will receive notification by mail that your **plan documents** are available in the online member center.
- ▶ If you're a new member, you'll receive a **Let's Get Started** brochure by mail soon after your effective date. This brochure includes important information about using your health plan.
- ▶ You'll receive our award-winning **HealthMatters magazine** in your mailbox. Our magazine includes lifestyle, health and plan information.
- ▶ When **new services** are introduced, you may receive promotions by mail or email. Most service introductions are included on **HealthPlanofNevada.com**.
- ▶ Health Plan of Nevada is **Taking On Healthy**. Follow us on Facebook, Instagram and YouTube and visit **TakingOnHealthy.com** for a variety of health and lifestyle tips.

## ▶ CARRY

your health plan ID card with you

## ▶ CLICK

HealthPlanofNevada.com

## ▶ CALL

1-800-777-1840,  
TTY 711

## ▶ CONNECT

MyHPN app

# Get the plan support you need.

- ▶ Visit **HealthPlanofNevada.com** for information about the services and programs available to you.
- ▶ Easily manage your health plan information on the go. Get the **MyHPN app**. Access your health plan ID card, search for doctors, talk with a nurse 24/7 and more.
- ▶ You can sign in to the **online member center** to view your plan documents, request a new health plan ID card, secure chat with a Member Services representative, see the status of a prior authorization and more.
- ▶ If the information you need is not available online, call **Member Services** at the number on the back of your health plan ID card, Monday through Friday, 8 a.m. to 5 p.m. local time.
- ▶ You can also **visit us in person** at 2720 North Tenaya Way. Located in the northwest part of the Las Vegas Valley, Member Services is available to assist walk-in members. Our hours are Monday through Friday from 8 a.m. to 5 p.m. local time.
- ▶ We have **language services** available, so you can communicate in the language you are most comfortable with. Member Services has Spanish-speaking staff members, as well as access to a language line.
- ▶ If you're unsure about your condition, our **24/7 advice nurse** may be able to help. Call toll-free **1-800-288-2264**, TTY **711**, to speak to a licensed, registered nurse about your health concerns.

# Know your privacy rights.

**We're careful to protect your privacy.** This includes oral, written and electronic information. We only share protected health information (PHI) with individuals or entities responsible for coordinating your health care or administering your health benefits, unless we have your permission. And, of course, we share PHI in accordance with state and federal law. We also require our contracted providers to take similar steps to protect your PHI.

**We may use your medical data to promote and improve the quality of care you receive.** When we conduct research and measure quality, we use summary information whenever possible, not PHI. When we use PHI, steps are taken to help protect it. We do not allow PHI to be used for research by organizations without your consent.

## **You have the right to access your medical records.**

Contact your provider to request a copy. When you request your medical records be shared with others, you may be required to sign an authorization form.

## **We appreciate the opportunity to serve you.**

**We may ask you for permission to use your personal data for non-routine purposes.** Of course, when we ask, you have the right to refuse. If you lack the ability to authorize a release, we obtain authorization from persons recognized by state and federal laws to give such permissions.

# Feel Better Faster



**24/7  
NowClinic®  
virtual visits  
with same-day  
medication  
delivery<sup>1</sup>**

Secure video chat with a provider from your computer or mobile device for **\$0 copay on NowClinic.<sup>2</sup>**

**No appointment needed** to get care for non life-threatening and non-urgent medical conditions.

**NowClinic**

**Enroll and get care!**

Download the **NowClinic** app or go to **NowClinic.com** and sign up.

<sup>1</sup> Same-day medication delivery is only available to Health Plan of Nevada (HPN) members, and is for medications prescribed during a NowClinic virtual visit that are not controlled medications or medications requiring refrigeration. Service area is Las Vegas, North Las Vegas and Henderson based on delivery address. Delivery wait times may vary and may carry over to next day depending on time prescription is submitted.

<sup>2</sup> \$0 copays apply with most NowClinic virtual visits. Calendar year deductibles and/or coinsurance may apply on some plans. Copays may apply on virtual visits with providers not on the NowClinic platform.

**NowClinic is 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**.

Health plan coverage provided by Health Plan of Nevada.

We do not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free phone number listed on your health plan ID card or plan documents.

### **Español (Spanish)**

Tiene derecho a recibir ayuda e información en su idioma sin costo. Para solicitar un intérprete, llame al número de teléfono gratuito para miembros que se encuentra en su tarjeta de identificación del plan o los documentos de su plan.

### **Tagalog (Tagalog)**

May karapatan kang makakuha ng tulong at impormasyon sa sinasalita mong wika nang libre. Upang humiling ng interpreter, tawagan ang toll-free na numero ng telepono para sa miyembro na nakalista sa iyong ID card sa planong pangkalusugan o sa mga dokumento ng plano.



**HEALTH PLAN OF NEVADA**

A UnitedHealthcare Company



HPN7221\_21.2  
345-4829 (09/21)