

### Welcome to Optum Care® Network – Nevada

Optum Care Network – Nevada is an independent Physician’s Association with a local management team. This document provides a quick look at the most important information you’ll need when working with Optum Care patients.

### Eligibility

Optum Care currently has Medicare Advantage (MA) contracts with the participating plans listed below for patients in Clark, Lyon, Mineral, Nye, and Washoe counties. Patients selecting an Optum Care Network – Nevada primary care physician have coverage through one of the listed participating Medicare Advantage plans.

### Participating Plans

#### Northern Nevada

- United Healthcare AARP Medicare Advantage Plan 1 (HMO) – Washoe and Lyon Counties
- United Healthcare AARP Medicare Advantage Plan 2 (HMO) – Washoe and Lyon Counties
- Anthem MediBlue Plus (HMO) – Washoe County
- Anthem MediBlue Coordination Plus (HMO) – Washoe County
- United Healthcare Dual Complete (Dual SNP) – Washoe County

#### Southern Nevada

- United Healthcare AARP Medicare Advantage (HMO) – Clark and Nye Counties
- United Healthcare AARP Medicare Advantage Premier (HMO) – Clark and Nye Counties
- United Healthcare Medicare Advantage Focus (HMO) – Clark and Nye Counties
- United Healthcare AARP Medicare Advantage Choice (PPO) – Clark and Nye Counties
- United Healthcare AARP Medicare Advantage Patriot (PPO) – Clark and Nye Counties
- United Healthcare AARP Medicare Advantage Walgreens (HMO) – Clark and Nye Counties
- United Healthcare AARP Medicare Advantage Walgreens Plan 2 (PPO) – Clark and Nye Counties
- United Healthcare Medicare Advantage Assist (HMO-CSNP) – Clark and Nye Counties
- Anthem MediBlue Plus (HMO) – Clark and Nye Counties
- Anthem MediBlue Coordination Plus (HMO) – Clark County Only
- United Healthcare Dual Complete (Dual SNP) – Clark County

### Optum Care Network – Nevada Provider Portal

The Optum Care Provider Portal is the preferred method for providers to use to access eligibility, make referrals, request and manage prior authorizations, communicate with PCPs and specialists, and see claims information in real time. Register for your account at:

**Online:** [secure.optumcare.com/Provider/Account/LogOn](https://secure.optumcare.com/Provider/Account/LogOn)

**Technical Assistance for Provider Portal Phone:**  
1-877-370-2845

### Optum Care Provider Service Center

Optum Care Provider Service is also accessible by phone. Service Advocates are available to answer provider questions Monday through Friday, 8:00 a.m. – 8:00 p.m. MST.  
**Phone:** 1-855-893-2297

### Referrals

Optum Care Network – Nevada members need a referral from their Primary Care Physician or Contracted Specialist to see any other providers in the plan’s network for ancillary services.

The Optum Care Provider Portal is the expected method for submitting referrals. Referrals are required to be entered in the portal are directly routed to contracted groups, and can be viewed by members and Optum Care for claims processing.

**Online:** [secure.optumcare.com/Provider/Account/LogOn](https://secure.optumcare.com/Provider/Account/LogOn)

### Prior Authorizations

Prior authorization is required for certain services based on the patient’s benefit plan. Prior Authorizations are required to be entered in the portal. When approved, they are directly routed to contracted groups and can be viewed by Members and OptumCare for claims processing.

**Online:** [secure.optumcare.com/Provider/Account/LogOn](https://secure.optumcare.com/Provider/Account/LogOn)

**Phone:** 1-855-893-2297

(Option 2 for PA, then select NEW to reach Optum Care PA)

### Prescription Prior Authorizations

#### United Healthcare Patients:

**Phone:** 1-800-711-4555

**Fax:** 1-800-527-0531

**Online:** [optmrx.com>healthcareprofessional>priorauthorizations](https://optmrx.com/healthcareprofessional/priorauthorizations)

#### Anthem Patients: Pharmacy Inquiries

**Phone:** 1-866-630-3820

#### Prescription Prior Authorizations

**Phone:** 1-800-773-2710

### United Healthcare Transplant Team

**Phone:** 1-800-773-2710

### Hospital Admission Notifications

Notification is required within 24 hours of admission.

**Fax:** 702-804-3773

### Submitting Claims

For electronic submissions, use payer ID: **LIFE1**

Paper submissions are not recommended, but when necessary, please use:

Attention: Optum Care Claims

P.O. Box 30539

Salt Lake City, UT 84130

### Electronic Funds Transfer (EFT)

Optum Care works exclusively with InstaMed as our free payer payments solution for providers.

To receive your Optum Care payments electronically, please register for free ERA/EFT through InstaMed.

**Phone:** 1-866-945-7900

**Online:** [instamed.com/eraeft](https://instamed.com/eraeft)

## Office Demographic and/or Provider Updates, and Optum Care Website

To submit changes/additions/terminations to provider data, utilize the Provider Data Changes form on the Optum Care website, or the Nevada Provider Change form available on the Optum Care Network – Nevada Provider Portal. You'll also find important forms and many other resources online.

**Online:** [professionals.optumcare.com](https://professionals.optumcare.com)

**Provider Portal:** [secure.optumcare.com/Provider/Account/LogOn](https://secure.optumcare.com/Provider/Account/LogOn)

**Submit all update/change forms to:** [nvcontractingdept@optum.com](mailto:nvcontractingdept@optum.com)

## Overview of Diagnostic and Urgent Care Providers

### Southern Nevada

**Laboratory:** Quest Diagnostics

**Phone:** 702-733-3700

**Online:** [questdiagnostics.com](https://questdiagnostics.com)

**Radiology:**

*General radiology including ultrasounds and CTs:*  
Southwest Medical Radiology

**Phone:** 702-877-5390

**Online:** [smalv.com](https://smalv.com)

*MRI, MRA only:*

Steinberg Diagnostic Medical Imaging (SDMI)

**Phone:** 702-732-6000

**Online:** [sdmi-lv.com](https://sdmi-lv.com)

**Urgent Care:** Southwest Medical Urgent Care Centers – Multiple Locations

**Online:** [www.smalv.com/en/find-provider-location/urgent-care.html](https://www.smalv.com/en/find-provider-location/urgent-care.html)

**NowClinic – Online:** [mynowclinic.com](https://mynowclinic.com)

**Phone:** 1-877-550-1515

**Dispatch Health – Online:** [dispatchhealth.com](https://dispatchhealth.com)

**Phone:** 702-848-4443

**Behavioral Health:** Nevada Behavioral Health

**Phone:** 702-857-8800

**Resource Coordination Center:**

**Phone:** 877-512-9339

**Non-Medical Transportation:**

**United Healthcare Patients:** LogistiCare

**Phone:** 1-833-444-4542

Monday – Friday, 7:00 a.m. – 7:00 p.m.

Schedule at least 2 business days prior to routine appointments

**Anthem Patients:** LogistiCare

**Phone:** 1-844-469-1759

### River Cities

**Laboratory:** Sonora Quest Laboratories

**Phone:** 928-229-5117

**Online:** [sonoraquest.com.com](https://sonoraquest.com.com)

**Radiology:**

Kingman Medical Center

**Phone:** 928-757-2101

Western Arizona Regional Medical Center

Bullhead City, AZ

**Phone:** 928-763-2273

**Urgent Care:** Bullhead Urgent Care Center

**Phone:** 928-704-9202

**NowClinic – Online:** [mynowclinic.com](https://mynowclinic.com)

**Phone:** 1-877-550-1515

**Behavioral Health:** Nevada Behavioral Health

**Phone:** 702-857-8800

**Resource Coordination Center:**

**Phone:** 877-512-9339

**Non-Medical Transportation:**

**United Healthcare Patients:** LogistiCare

**Phone:** 1-833-444-4542

Monday – Friday, 7:00 a.m. – 7:00 p.m.

Schedule at least 2 business days prior to routine appointments.

**Anthem Patients:** LogistiCare

**Phone:** 1-844-469-1759

The Southern Nevada network includes contracted providers in Mohave County, Arizona.

### Northern Nevada

**Laboratory:** Quest Diagnostics

**Phone:** 1-866-697-8378

**Online:** [questdiagnostics.com](https://questdiagnostics.com)

**Radiology:**

Reno Diagnostics

**Phone:** 775-323-5083

**Online:** [renodiagnosticcenters.com](https://renodiagnosticcenters.com)

St. Mary's Regional Medical Center, Reno, NV

**Phone:** 775-770-0300

**Online:** [saintmarysreno.com](https://saintmarysreno.com)

**Urgent Care:** St. Mary's Urgent Care – Multiple Locations

**Online:** [saintmarysreno.com](https://saintmarysreno.com)

**NowClinic – Online:** [mynowclinic.com](https://mynowclinic.com)

**Phone:** 1-877-550-1515

**Behavioral Health:** Nevada Behavioral Health

**Phone:** 775-382-8001

**Resource Coordination Center:**

**Phone:** 877-512-9339

**Non-Medical Transportation:**

**United Healthcare Patients:** LogistiCare

**Phone:** 1-833-444-4542

Monday – Friday, 7:00 a.m. – 7:00 p.m.

Schedule at least 2 business days prior to routine appointments.

**Anthem Patients:** LogistiCare

**Phone:** 1-844-469-1759

### Resource Coordination Center (RCC)

The Optum Care Resource Coordination Center is the way to connect patients with case management. Case Management assistance is available to assist patients with the coordination of medical services, including discharge planning, complex care for chronic conditions, and instances where a social worker may be needed. Referrals can be submitted to this team with a referral via the portal.

**Online:** [secure.optumcare.com/Provider/Account/LogOn](https://secure.optumcare.com/Provider/Account/LogOn)

**PROVIDER USE ONLY**