

Online Broker Center

User Guide

Table of Contents



[Welcome](#)

[User Roles](#)

[Dashboard](#)

[Unpaid Member Information](#)

[Membership Roster](#)

[Members Summary](#)

[Eligibility Summary](#)

[Deductible/Accumulators](#)

[Cost Share](#)

[Health Plan ID Card](#)

[Plan Documents](#)

[Billing & Payment Information](#)

[View Invoices](#)

[Contract Documents](#)

[Commission Statements](#)

[Summary of Benefits & Coverage](#)

[Book of Business](#)

[Renewal Center](#)

[Eligibility Maintenance](#)

[Quoting, Renewals & Marketing Materials](#)

[Quoting ACR \(New Groups\)](#)

[Renewals \(Group\)](#)

[Renewals \(Individual\)](#)

[Quoting \(Association Health Plans\)](#)

[Quoting AHP Groups](#)

[Applications/Quoting \(Individual\)](#)

[Marketing Materials](#)

[Additional Information](#)

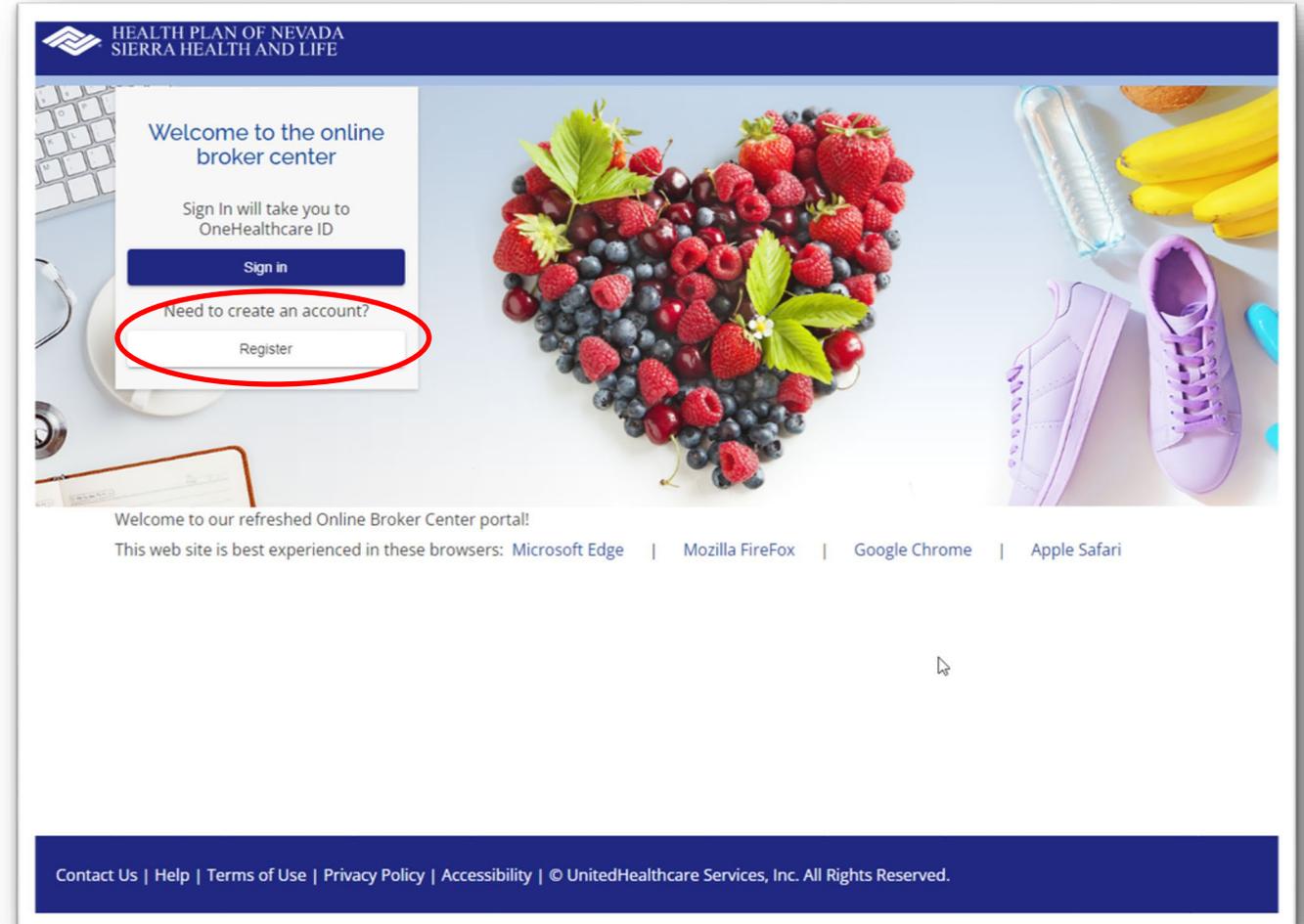
Online Broker Center (OBC)

Welcome to OBC!

Visit Broker.HealthPlanofNevada.com and sign in with your existing **OneHealthcare ID**. First time users will need to register for a **OneHealthcare ID** to create an OBC account.

For the best user experience, use **Microsoft Edge, Mozilla FireFox, Google Chrome** or **Apple Safari** as your browser.

We also recommend you bookmark Broker.HealthPlanofNevada.com for quick access.



[Return to Table of Contents](#)

User Roles



Certain user roles require additional access or paperwork.

To request invoice access or obtain the required paperwork for commission statement access, please contact your HPN/SHL broker/agency services specialist or email **hpnshlbrokerportal@uhc.com**.

[Return to Table of Contents](#)

Dashboard

After you sign in, you'll see the **Dashboard** on the left side of your screen. This will serve as your starting point, where you can access all the resources available to you.

If we post a priority alert or action item, it will be displayed at the top of the page.

We added a **News** section for important communications.

The screenshot shows the dashboard for the Health Plan of Nevada Sierra Health and Life. The header includes the logo and name. The left navigation menu is highlighted with a red box and contains the following items: Dashboard, Members, Membership Roster, Billing Information and Payment History, View Invoices, Contract Documents, Commission Statements, Summary of Benefits and Coverage, Book of Business, Renewal Center, Eligibility Maintenance, and Quoting, Renewals & Marketing Materials. A red arrow points to the 'Dashboard' item. At the top right, there is a user profile icon. Below the header, an emergency notification box is highlighted with a red box. The main content area features a 'Recent Members' table with columns for Member Number, First Name, Last Name, Date of Birth, and As of Date. Below the table, there is a section for special notices and announcements, and a 'News' section with a 'Read More' button.

[Return to Table of Contents](#)

Unpaid Member Information

View **Unpaid Member Information**. Select **Bill Due Date** and a list of your unpaid members* will display.

*individual members only

The screenshot displays the user interface for the Health Plan of Nevada Sierra Health and Life. The top navigation bar includes the company logo and the text "HEALTH PLAN OF NEVADA SIERRA HEALTH AND LIFE" on the left, and "Broker: D" with a user profile icon on the right. A left-hand sidebar menu contains various navigation options: Dashboard, Members (with a dropdown arrow), Membership Roster, Billing Information and Payment History, Unpaid Member Information (highlighted with a red box), View Invoices (with a dropdown arrow), Contract Documents, Commission Statements, Summary of Benefits and Coverage, Book of Business, CAA RxDC Reporting, Renewal Center, Eligibility Maintenance, and Quoting, Renewals & Marketing Materials. Below the sidebar is a "News" section with the text "Welcome to the new Broker Center!". The main content area is titled "Unpaid Member Information" and features a yellow information icon followed by the instruction "Select a Bill Due Date to see a list of active, unpaid members:". Below this instruction is a "Bill Due Date" dropdown menu.

[Return to Table of Contents](#)

Membership Roster

Access your clients individually or collectively.

To look up a specific member, enter the **Member ID**. Select the **Group Name** and **Subgroup**. Then click **Search**.

To download your complete **Membership Roster**, select the **Group Name** and **Subgroup**. Then click **Search**.

To save and print a copy of your membership roster, select **Download Spreadsheet**. If you selected a specific member, only that member's information will display. If you left the member ID field blank, all members within the selected subgroup will display.

The screenshot shows the 'Membership Roster' page in the Health Plan of Nevada Sierra Health and Life system. The left sidebar contains a navigation menu with the following items: Dashboard, Members, Membership Roster (highlighted with a red box), Billing Information and Payment History, View Invoices, Contract Documents, Commission Statements, Summary of Benefits and Coverage, Book of Business, Renewal Center, Eligibility Maintenance, and Quoting, Renewals & Marketing Materials. Below the menu is a 'News' section with a message about the refreshed Online Broker Center and a 'Read More' button. The main content area is titled 'Membership Roster' and features search fields for Last Name, First Name, Date of Birth, Member Effective Date, and Member Id. There is a checkbox for 'Show Dependents' and dropdown menus for 'Group Name' and 'Subgroup'. A 'Search' button and a 'Reset' button are located below the search fields. A 'Download Spreadsheet' button is positioned at the bottom right of the search area. At the bottom of the page, a table header is visible with columns: Member Id (with an upward arrow), Name, Last 4 of SSN, DOB, Relation, Subgroup, Class, and Actions.

[Return to Table of Contents](#)

Membership Roster

To search for a **Subscriber**, enter the **9-digit member ID plus the suffix 00**.

To search for a **Dependent**, enter the **9-digit member ID plus the suffix 01, 02, etc.**

To display the **Subscriber** and all of their **Dependents**, only enter the **9-digit member ID (without the suffix)** or check the **Show Dependents** box.

To view a specific member's plan information, click on their **Member ID**.

The screenshot shows the 'Membership Roster' page in the Health Plan of Nevada Sierra Health and Life portal. The left sidebar contains a navigation menu with the following items: Dashboard, Members, Membership Roster (highlighted with a red box), Billing Information and Payment History, View Invoices, Contract Documents, Commission Statements, Summary of Benefits and Coverage, Book of Business, Renewal Center, Eligibility Maintenance, and Quoting, Renewals & Marketing Materials. The main content area is titled 'Membership Roster' and features search filters for Last Name, First Name, Date of Birth, and Member Effective Date. There is a 'Member Id' field and a 'Show Dependents' checkbox. Below these are 'Search' and 'Reset' buttons. A 'Download Spreadsheet' button is located at the bottom right. A table with columns for Member Id, Name, Last 4 of SSN, DOB, Relation, Subgroup, Class, and Actions is visible. A red arrow points from the 'Member ID' text in the instructions to the 'Link' column in the table.

[Return to Table of Contents](#)

Member Summary

After you do a **Member Search**, the following tabs will appear:

- Member Summary
- Eligibility Summary
- Deductible/Accumulators
- Cost Share
- ID Card
- Plan Documents

The **Member Summary** will display the member's information, coverage type and other insurance if applicable.

The screenshot shows the Health Plan of Nevada Sierra Health and Life interface. At the top, there is a header with the company logo and name. Below the header is a table with columns: Name, Member Number, As of Date, Gender, Date of Birth, and Group Name. The main content area is divided into three sections: Member Information, Contact Information, and Member Other Insurance. The Member Information section displays fields for Name, Date of Birth, Gender, Member Number, Products, Effective Date, Line of Business, Product, and PCP. The Contact Information section displays fields for Address Line 1, Address Line 2, Home Phone, Fax, City, State, Zip, and Email Address. The Member Other Insurance section displays a message: "No other insurance found." The navigation menu on the left includes: Dashboard, Members (with a sub-menu containing Member Search, Member Summary (highlighted), Eligibility Summary, Deductible/Accumulators, Cost Share, ID Card, and Plan Documents), Membership Roster, Billing Information and Payment History, View Invoices, Contract Documents, Commission Statements, and Summary of Benefits and Coverage.

[Return to Table of Contents](#)

Eligibility Summary

Search for a member under the **Membership Roster** tab. Once the member's information appears, select **Eligibility Summary**.

This will populate the member's eligibility summary at the time of service and accountable to the terms and conditions in their Evidence of Coverage. Limitations and maximums may apply.

The screenshot shows the 'Eligibility Summary' page for a member. The page is titled 'HEALTH PLAN OF NEVADA SIERRA HEALTH AND LIFE' and includes a navigation menu on the left. The 'Eligibility Summary' option is highlighted in a red box. The main content area displays the following information:

Name	Member Number	As of Date	Gender	Date of Birth	Group Name
Eligibility Summary					
Member Information					
Name	Subgroup				
Date of Birth	Effective Date				
Gender	Line of Business				
Member Number	Product				
Products	PCP				
Dept. Code					
Group					
MEDICAL - S21PS300					
Member #	Benefit Group				
Benefit Code	Benefit Description				
Effective Date	Term Date				
Group #	Subgroup #				
PHARMACY - PS21PS01					
Member #	Benefit Group				
Benefit Code	Benefit Description				
Effective Date	Term Date				
Group #	Subgroup #				
DENTAL - DLVPP290					

[Return to Table of Contents](#)

Deductible/Accumulators

Search for a member under the **Membership Roster** tab. Once the member's information appears, select the **Deductible/Accumulators** tab. This will populate their calendar year deductible, manual manipulation maximum and out-of-pocket maximum.

The screenshot displays the member portal interface for Health Plan of Nevada Sierra Health and Life. The top navigation bar includes the company logo and name. Below it is a table header with columns: Name, Member Number, As of Date, Gender, Date of Birth, and Group Name. A left-hand navigation menu lists various options, with 'Deductible/Accumulators' highlighted in a red box. The main content area is titled 'Member Deductibles and Accumulators' and features a search bar, a 'Retrieve' button, and two tabs: 'Medical' (selected) and 'Dental'. The 'Medical' tab displays three sections: 'Calendar Year Deductible', 'Calendar Year Out of Pocket Maximum', and 'Calendar Year Manual Manipulation Maximum'. Each section shows progress bars for both the member and their family.

Category	Member	Family
Calendar Year Deductible	You've used \$0.00 out of a max of \$5,000.00	You've used \$0.00 out of a max of \$10,000.00
Calendar Year Out of Pocket Maximum	You've used \$25.87 out of a max of \$8,150.00	You've used \$25.87 out of a max of \$16,300.00
Calendar Year Manual Manipulation Maximum	You've used 0 out of a max of 20 visits	

[Return to Table of Contents](#)

Cost Share

Search for a member under the **Membership Roster** tab. Once the member's information appears, select **Cost Share**. This will populate their **Medical, Dental and Pharmacy Copay** information.*

Under the **Pharmacy Copay** tab, depending on the date you enter, the member's copay for preferred generic, preferred brand, and non-preferred medications will display.

*This is a benefit overview and will not display all aspects of coverage.

The screenshot shows the member portal interface for Health Plan of Nevada Sierra Health and Life. The top navigation bar includes the company logo and name, a user profile icon, and a table header with columns: Name, Member Number, As of Date, Gender, Date of Birth, and Group Name. A left sidebar menu contains the following items: Dashboard, Members (expanded), Member Search, Member Summary, Eligibility Summary, Deductible/Accumulators, **Cost Share** (highlighted with a red box), ID Card, Plan Documents, Membership Roster, Billing Information and Payment History, View Invoices, Contract Documents, Commission Statements, and Summary of Benefits and Coverage. The main content area is titled 'Member Copay Information' and features three tabs: Medical Copay (selected), Dental Copay, and Pharmacy Copay. Below the tabs are radio buttons for 'Display as a list' (selected) and 'Display by category'. An 'As of Date' field is set to 1/6/2023 with a calendar icon. A 'Search' button is present. Three informational messages are displayed: a general disclaimer about benefit overview, a disclaimer about eligibility and terms, and a definition of DED as Deductible.

[Return to Table of Contents](#)

Health Plan ID Card

Search for a member under the **Membership Roster** tab. Once the member's information appears, select **ID Card** to view, print and/or a member's health plan ID card.

Enter the **Date** and click **Retrieve**. The member's health plan ID card will appear. Select **Print ID Card** to send to your printer or save as a PDF file.

The screenshot displays the web portal interface for the Health Plan of Nevada Sierra Health and Life. The top navigation bar includes the company logo and name. Below it is a table header with columns: Name, Member Number, As of Date, Gender, Date of Birth, and Group Name. A left-hand sidebar menu contains several options: Dashboard, Members (with a sub-menu for Member Search, Member Summary, Eligibility Summary, Deductible/Accumulators, Cost Share, and ID Card), Plan Documents, Membership Roster, Billing Information and Payment History, View Invoices, Contract Documents, Commission Statements, and Summary of Benefits and Coverage. The 'ID Card' option in the sidebar is highlighted with a red box. The main content area shows the 'Member ID Card' retrieval screen. It prompts the user to select an 'Effective Date' (1/6/2023) and provides 'Retrieve' and 'Print ID Card' buttons. Below this, a preview of the ID card is shown for 'SHL SOLUTIONS GROUP PPO PLAN'. The ID card includes member details, benefit codes, tier information, and contact information for member services and providers. A QR code is also present on the ID card.

[Return to Table of Contents](#)

Plan Documents

Search for a member or group under the **Membership Roster** tab. Once their information appears, select **Plan Documents**. Enter the **Date** of the document you are looking for and click **Submit**. Then save or print the document.

This will populate the member's eligibility at the time of service and accountable to the terms and conditions in their Evidence of Coverage. Limitations and maximums may apply. The effective date of coverage is determined by the specific plan.

The screenshot displays the Health Plan of Nevada Sierra Health and Life web portal. The top navigation bar includes the logo and the text "HEALTH PLAN OF NEVADA SIERRA HEALTH AND LIFE". Below the navigation bar is a header with columns for "Name", "Member Number", "As of Date", "Gender", "Date of Birth", and "Group Name". The main content area is divided into a left sidebar and a right main panel. The sidebar contains a "Dashboard" menu with options: "Members", "Member Search", "Member Summary", "Eligibility Summary", "Deductible/Accumulators", "Cost Share", "ID Card", "Plan Documents" (highlighted with a red box), "Membership Roster", "Billing Information and Payment History", "View Invoices", "Contract Documents", "Commission Statements", and "Summary of Benefits and Coverage". The main panel is titled "Plan Documents" and features a search input field. Below the search field is a "Member Information" section with a table of fields: "Name", "Date of Birth", "Gender", "Member Number", "Products", "Subgroup", "Effective Date", "Line of Business", "Product", "Dept. Code", and "Group". The "Product" field is populated with "PCP". Below the table is a "Member" dropdown menu and an "As Of Date" field with a calendar icon, currently set to "1/6/2023". At the bottom of the main panel are "Submit" and "Reset" buttons.

[Return to Table of Contents](#)

Billing & Payment Information

Access member or group billing information, payment history and unpaid invoices. Under the **Billing Information and Payment History** tab, select one of the following options:

- Select **Member Billing & Payment Information** and enter the date range (cannot be greater than six months). Then click **Search**.
- Select **Group Billing & Payment Information** and enter the date range (cannot be greater than six months). Then click **Search**.

The screenshot displays the 'Member Search' interface. The left sidebar is expanded to show the 'Billing Information and Payment History' section, which is highlighted with a red box. This section contains two sub-options: 'Member Billing & Payment Information' and 'Group Billing & Payment Information'. The main content area is titled 'Member Search' and features a search form with the following elements:

- Search criteria: Member Number, Medicaid ID, Member Name, Social Security #
- Effective Date: 3/31/2025
- Member Number * (input field)
- Buttons: Search, Reset

The top of the page shows the 'HEALTH PLAN OF NEVADA SIERRA HEALTH AND LIFE' logo and a user profile icon labeled 'Broker: D'. The bottom of the page includes a 'News' section with a welcome message and a footer note: 'We have a new look and feel. Please let us know what you think!'.

[Return to Table of Contents](#)

View Invoices

View individual member or group invoices for the last six months. Remember, only administrators have permission to view invoices.

Under the **View Invoices** tab, select **Member Invoices** or **Group Invoices**. Then select the required information from the dropdown menus, including date of invoice and file format. Click **View Invoice**. You can save and print an invoice as a PDF or CSV (Excel) file.

The screenshot displays the 'View Invoices' interface within the Health Plan of Nevada Sierra Health and Life portal. The left sidebar contains a navigation menu with the following items: Dashboard, Members, Membership Roster, Billing Information and Payment History, View Invoices (highlighted with a red box), Member Invoices, Group Invoices, Contract Documents, Commission Statements, Summary of Benefits and Coverage, Book of Business, Renewal Center, Eligibility Maintenance, and Quoting, Renewals & Marketing Materials. The main content area is titled 'Group Invoices' and features several dropdown menus: 'Group Name *', 'Subgroup *', 'Invoices *' (set to 01/01/2023), and 'Invoice Format *' (set to PDF). At the bottom of the form are two buttons: 'View Invoice' and 'Reset'.

[Return to Table of Contents](#)

Contract Documents

Select the **Contract Documents** tab from the **Dashboard**. Select the **Group Name** and **Contract**. Then click **View Document** to display the PDF.

The screenshot displays the user interface for the Health Plan of Nevada Sierra Health and Life. The top navigation bar includes the company logo and name, and a user profile icon. A left-hand sidebar menu lists various service categories: Dashboard, Members, Membership Roster, Billing Information and Payment History, View Invoices, **Contract Documents** (highlighted with a red box), Commission Statements, Summary of Benefits and Coverage, Book of Business, Renewal Center, Eligibility Maintenance, and Quoting, Renewals & Marketing Materials. Below the sidebar is a 'News' section with a welcome message and a 'Read More' button. The main content area is titled 'View Contract Documents' and features two dropdown menus for 'Group Name' and 'Contract', followed by 'View Document' and 'Reset' buttons.

[Return to Table of Contents](#)

Commission Statements

Select the **Commission Statements** tab from the **Dashboard**. Remember, this option is only available to administrators.

Select the date of the statement and file format. Then click **View Commission Statement** to display the statement. You can print and save a statement as a PDF or CSV (Excel) file.

The screenshot displays the web portal interface for Health Plan of Nevada Sierra Health and Life. The top navigation bar includes the company logo and name, and a user profile icon. A left-hand sidebar menu lists various administrative functions: Dashboard, Members, Membership Roster, Billing Information and Payment History, View Invoices, Contract Documents, **Commission Statements** (highlighted with a red box), Summary of Benefits and Coverage, Book of Business, Renewal Center, Eligibility Maintenance, and Quoting, Renewals & Marketing Materials. The main content area is titled "Commission Statements" and features two dropdown menus: "Commission Statement" with the value "9/2/2022" and "Commission Statement Format" with the value "PDF". Below these menus are two buttons: "View Commission Statement" and "Reset". At the bottom of the sidebar, there is a "News" section with a welcome message and a "Read More" button.

[Return to Table of Contents](#)

Summary of Benefits & Coverage

Select **Summary of Benefits and Coverage** (commonly known as SBC) from the **Dashboard**. Enter the **Group Name** and **Subgroup**. Then enter the **Date** and click **Submit**.

NOTE: If there is no membership displayed for a specific plan, the SBC is not available. Please contact your sales representative if you have any questions.

The screenshot displays the 'HEALTH PLAN OF NEVADA SIERRA HEALTH AND LIFE' dashboard. On the left, a navigation menu lists various options: Dashboard, Members, Membership Roster, Billing Information and Payment History, View Invoices, Contract Documents, Commission Statements, Summary of Benefits and Coverage (highlighted with a red box), Book of Business, Renewal Center, Eligibility Maintenance, and Quoting, Renewals & Marketing Materials. The main content area is titled 'Summary of Benefits and Coverage' and contains a form with the following fields: 'Group Name *' (dropdown), 'Subgroup *' (dropdown), and 'As Of Date *' (text input with a calendar icon, currently showing '1/6/2023'). Below the form are 'Submit' and 'Reset' buttons. At the bottom of the dashboard, there is a 'News' section with a welcome message and a 'Read More' button.

[Return to Table of Contents](#)

Book of Business

Select **Book of Business** from the **Dashboard**. A grid displaying the groups you manage with their anniversary dates will appear. Click the **Group Number** to display the **Subgroup** information.

Click **Download** to print and save as a PDF or CSV (Excel) file.

To view a specific group, enter **Group Name** and **Date** range. Then click **Search**.

The screenshot shows the 'Book of Business' interface. On the left is a navigation menu with items: Dashboard, Members, Membership Roster, Billing Information and Payment History, View Invoices, Contract Documents, Commission Statements, Summary of Benefits and Coverage, **Book of Business** (highlighted with a red box), Renewal Center, Eligibility Maintenance, and Quoting, Renewals & Marketing Materials. Below the menu is a 'News' section with a 'Read More' button. The main content area is titled 'Book of Business' and contains a search form with fields for 'Group Name', 'From Date *' (1/6/2023), and 'To Date *' (1/6/2023), along with 'Search' and 'Reset' buttons. A 'Download' button is circled in red in the top right corner. Below the search form is a table header with columns: 'Group Number', 'Group Name', and 'Next Anniversary Date ↑'. A red arrow points from the 'Book of Business' menu item to a 'Link' text in the table area.

[Return to Table of Contents](#)

Renewal Center

The **Renewal Center** is only for small groups 2-50, adjusted community rate (ACR) and association health plans (AHP).

You can renew plans **as is** or **make plan changes** on behalf of your clients.

- Click **Renew** to view current, proposed alternate plans and renew.
- Click **View Confirmation** to check renewal status.

HEALTH PLAN OF NEVADA
SIERRA HEALTH AND LIFE

Dashboard

- Members
- Membership Roster
- Billing Information and Payment History
- View Invoices
- Contract Documents
- Commission Statements
- Summary of Benefits and Coverage
- Book of Business
- Renewal Center**
- Eligibility Maintenance
- Quoting, Renewals & Marketing Materials

Renewal Dashboard

30 Days Out		60 Days Out	
Total Complete	Outstanding	Total Complete	Outstanding

Group Name ↑	Renewal Date	Renewal Status	Action

Items per page: 10 0 of 0

News

Welcome to the refreshed Online Broker Center!
We have a new look and feel. Please let us know what you think!...

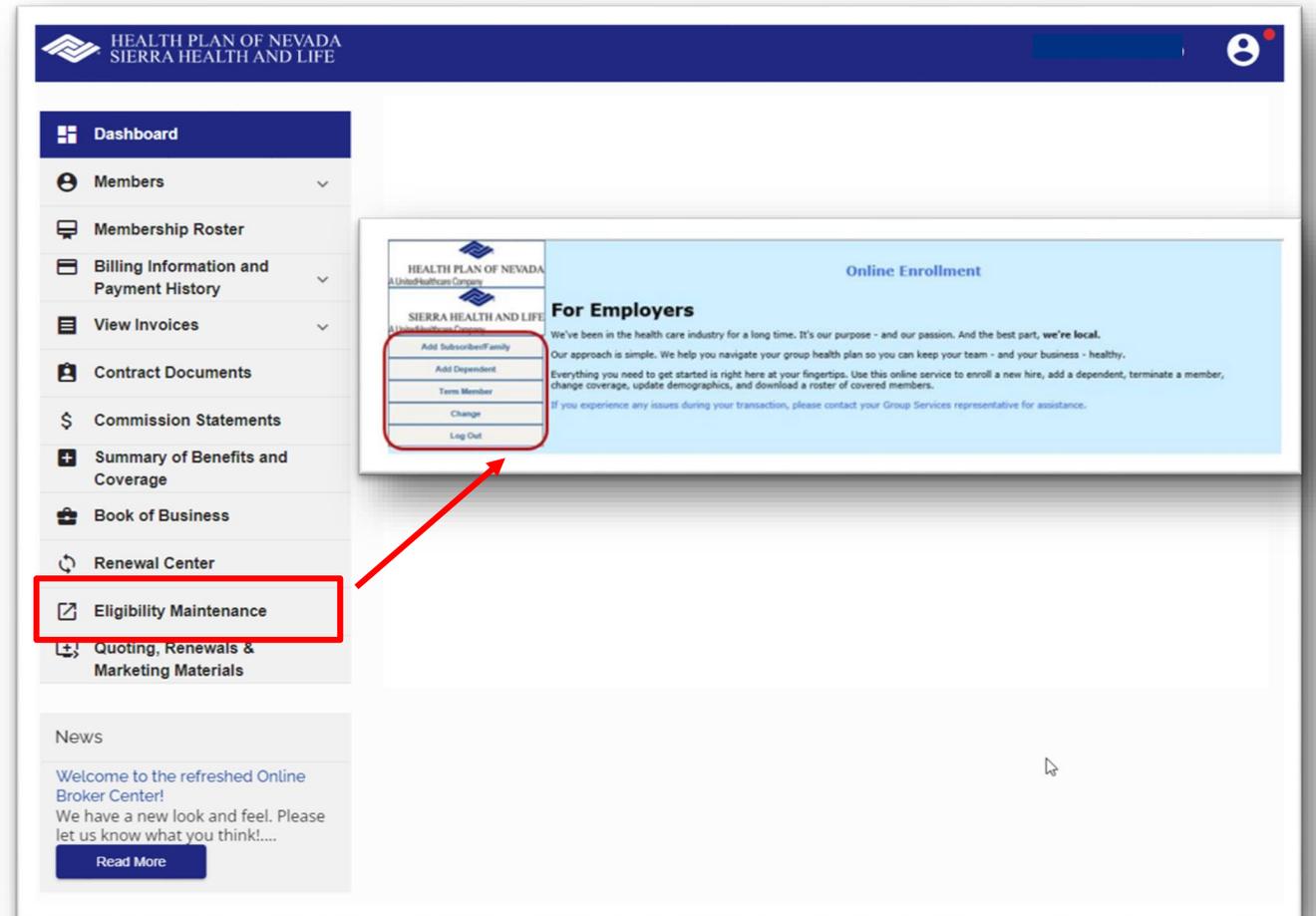
Read More

[Return to Table of Contents](#)

Eligibility Maintenance

If you select **Eligibility Maintenance** from the **Dashboard**, it will open a new window. The OEM portal hasn't changed yet. It's still the same experience. A rewrite is in progress, and a future update will align with the look and feel of the broker portal.

Eligibility Maintenance will only appear if a group has given you **online employee maintenance (OEM)** access. You can go between any groups you have access to and process new adds, terminations and demographic changes.



The screenshot displays the Health Plan of Nevada Sierra Health and Life dashboard. The left sidebar contains a navigation menu with the following items: Dashboard, Members, Membership Roster, Billing Information and Payment History, View Invoices, Contract Documents, Commission Statements, Summary of Benefits and Coverage, Book of Business, Renewal Center, Eligibility Maintenance (highlighted with a red box), and Quoting, Renewals & Marketing Materials. The main content area shows a pop-up window titled 'Online Enrollment' with a 'For Employers' section. A red box highlights the 'Add Subscriber/Family' button in the pop-up window, with a red arrow pointing from the 'Eligibility Maintenance' menu item to it. The pop-up window also includes buttons for 'Add Dependent', 'Terminate Member', 'Change', and 'Log Out'. The main content area also features a 'News' section with a welcome message and a 'Read More' button.

[Return to Table of Contents](#)

Eligibility Maintenance

Add Subscriber/Family. Select the **Group** from the dropdown list and enter the required information. Make sure all the required fields marked with an asterisk (*) are filled out. When each page is complete, click **Next** to continue. On the final page, select **Submit Changes**.

HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

SIERRA HEALTH AND LIFE
A UnitedHealthcare Company

Navigation: Add Subscriber/Family, Add Dependent, Term Member, Change, Log Out

Add Subscriber/Family

Employee Information
Name: _____
Group: _____
Subgroup: _____
Class: _____

* Indicates Required Field
Please do not use the Browser 'Back' button to navigate within this application.

Employment Information
*Group: Select One
*Subgroup: 11111111 - My Group
*Class: 22222222 - My Group Example 2
33333333 - My Group Example 3
*Reason for Application: Select One

Select the group you are working with in the drop-down

Add Dependent. Select the **Group** from the dropdown list. Search for the employee you are adding the dependent to and enter the required information. When each page is complete, click **Next** to continue. On the final page, select **Submit Changes**.

HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

SIERRA HEALTH AND LIFE
A UnitedHealthcare Company

Navigation: Add Subscriber/Family, Add Dependent, Term Member, Change, Log Out

Add Dependent

Instructions: Enter search criteria for the Subscriber/Employee into any of the fields below, and then click "Search"

Last Name: _____
First Name: _____
Birth Date: _____
SSN: _____
Group: Select One
Subgroup: All
Subscriber ID: _____

[Return to Table of Contents](#)

Eligibility Maintenance

Term Member. Select the **Group** from the dropdown list. Then complete a search to locate the member (dependent or subscriber). Enter the **Termination Date** and choose the **Termination Reason** from the dropdown menu. When each page is complete, click **Next** to continue. On the final page, select **Submit Changes**.

Change Information. Select the **Group** from the dropdown list. Then edit the **Subgroup**, **Class**, **Employee Demographic**, **Dependent Demographic** and/or **Coverage Selection** information as needed. When each page is complete, click **Next** to continue. On the final page, select **Submit Changes**. Class changes are only available during open enrollment.

The screenshot shows the 'Term Member' page of the Health Plan of Nevada. On the left is a navigation menu with options: 'Add Subscriber/Family', 'Add Dependent', 'Term Member' (highlighted), 'Change', and 'Log Out'. The main content area has a header 'Term Member' and instructions: 'Enter search criteria for the Subscriber/Employee into any of the fields below, and then click "Search"'. The form includes input fields for 'Last Name', 'First Name', and 'Birth Date', and dropdown menus for 'SSN', 'Group' (set to 'Select One'), and 'Subgroup' (set to 'All'). A 'Subscriber ID' field and a 'Search' button are also present.

The screenshot shows the 'Change' page of the Health Plan of Nevada. The navigation menu on the left is identical to the previous form, with 'Change' highlighted. The main content area has a header 'Change' and the same search instructions. The form fields for 'Last Name', 'First Name', and 'Birth Date' are present. The 'SSN' dropdown is set to 'Select One...'. The 'Group' dropdown is set to 'Select One...'. The 'Subgroup' dropdown is set to 'All'. A 'Subscriber ID' field and a 'Search' button are also present.

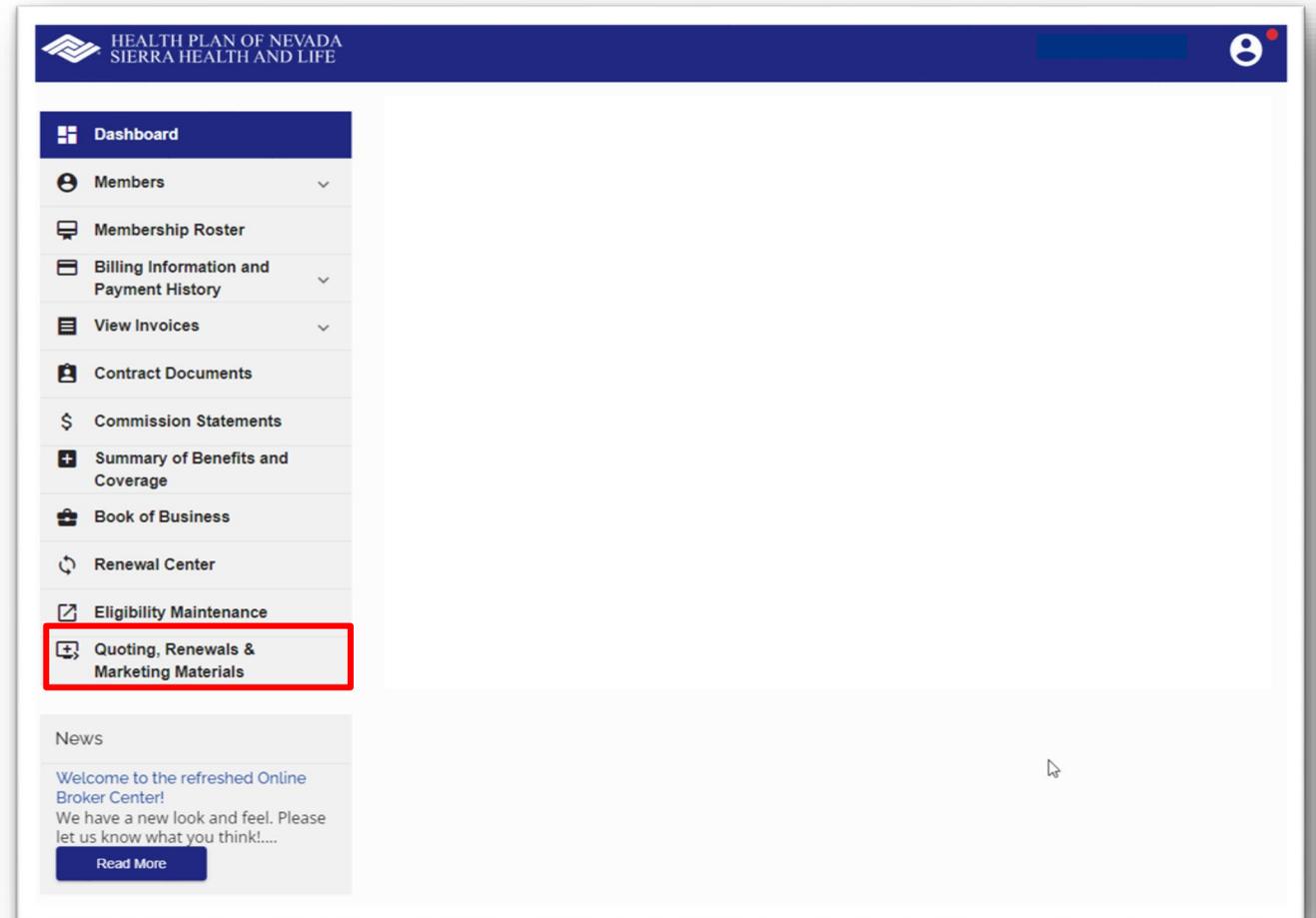
[Return to Table of Contents](#)

Quoting, Renewals and Marketing Materials

You'll still access **Quoting, Renewals** and **Marketing Materials** in the broker portal. Click on this tab and it will open a new window.

In the broker portal, you can:

- Enroll new off exchange individual and family plans on behalf of your clients.
- Get a quote, download renewal proposals and enroll new small groups, adjusted community rate (ACR) and association health plans (AHP).
- You can also renew individual and family plans during open enrollment.
- Access most frequently requested HPN and SHL marketing materials.



[Return to Table of Contents](#)

Quoting, Renewals and Marketing Materials

After you sign in, you'll see a list of **Quick Links**.

The screenshot displays the HPN/SHL Broker Portal interface. At the top, there are logos for Health Plan of Nevada and Sierra Health and Life, both identified as UnitedHealthcare Company. Below the logos is a navigation bar with tabs for Partner Home Page, Individual & Family, Small Group ACR, Renewals, and Associations. The main content area is titled 'Information Center' and contains a 'Quick Links' section. The links in this section are: Get Individual Quote, Individual Marketing Materials, Group Marketing Materials, and Group Renewals. The 'Individual Marketing Materials' link is highlighted with a red box. Below the Quick Links section are 'EXTERNAL LINKS' and 'HPN/SHL LINKS' sections. To the right of the Quick Links section is a photograph of four smiling people in business attire, with a caption below it: 'Click Here to View Language Assistance/Non-Discrimination Notice Asistencia de Idiomas/Aviso de no Discriminacion Abiso sa Tulong sa Wika/Hindi Pandidiskrimina'.

HPN/SHL BROKER PORTAL

Health Plan of Nevada
A UnitedHealthcare Company

Sierra Health and Life
A UnitedHealthcare Company

Logout

Partner Home Page Individual & Family Small Group ACR Renewals Associations

Home

Information Center

Quick Links

- Get Individual Quote
- Individual Marketing Materials
- Group Marketing Materials
- Group Renewals

EXTERNAL LINKS

- Nahu.org
- Clark County Association of Health Underwriters
- Nevada Health Link
- Hhs.gov
- Irs.gov
- Optum Health Bank

HPN/SHL LINKS

- @YourService
- Health Plan of Nevada
- Sierra Health and Life
- HPN Provider Directory
- SHL Provider Directory
- 4-Tier Preferred Drug List
- Southwest Medical-Part of OptumCare

Click Here to View
Language Assistance/Non-Discrimination Notice
Asistencia de Idiomas/Aviso de no Discriminacion
Abiso sa Tulong sa Wika/Hindi Pandidiskrimina

[Return to Table of Contents](#)

The background features a dark blue field with several white, stylized geometric shapes. On the left, there are three overlapping, upward-pointing chevrons of varying thicknesses. On the right, there are three overlapping, downward-pointing chevrons, also of varying thicknesses. The lines are clean and modern, creating a sense of movement and structure.

Quoting

ACR Groups

Quoting (ACR New Groups)

Click **Small Group**. In the toolbox, you can process a new quote, view marketing materials or add a new group (new applications).

The screenshot displays the HPN/SHL Broker Portal interface. At the top, there are logos for Health Plan of Nevada and Sierra Health and Life, both identified as UnitedHealthcare Company. The main navigation bar includes 'Partner Home Page', 'Individual & Family', 'Small Group ACR' (highlighted), 'Renewals', and 'Associations'. Below this, there are links for 'Quotes', 'New Applications', and 'Group Enrollment & Marketing Materials'. A 'Tools' section contains 'New Quote' and 'Group Enrollment & Marketing Materials'. The main content area is titled 'Submitted Quotes' and includes instructions on using the 'Action' field with options like 'CopyQuote', 'NewApplication', and 'ViewProposal'. A search bar with a 'Quotes' dropdown and 'Enter Query' field is present. Below the search bar is a table with columns: Quote #, Group Name, Requested Effect Broker, Created Dt, # of Employees, # Quoted Membs, Action, and Continue. The table currently shows one empty row.

Quote #	Group Name	Requested Effect Broker	Created Dt	# of Employees	# Quoted Membs	Action	Continue

[Return to Table of Contents](#)

Quoting (ACR New Groups)

From the **Small Group** homepage, select **Quotes**.

Fill in the required fields on the **Group Information** page and select **Save & Continue**.

The screenshot shows the HPN/SHL Broker Portal interface. At the top, it displays the logos for Health Plan of Nevada and Sierra Health and Life, both identified as UnitedHealthcare Company. The main navigation bar includes 'Partner Home Page', 'Individual & Family', 'Small Group ACR' (which is highlighted), 'Renewals', and 'Associations'. Below this, a secondary navigation bar contains 'Quotes', 'New Applications', and 'Group Enrollment & Marketing Materials'. The 'Quotes' section is active, showing a 'Quote Information' box on the left and a 'Group Information' form on the right. The 'Quote Information' box provides details about the quoting portal for ACA small groups (2-50) and includes contact information for submitting quotes. The 'Group Information' form contains several required fields: Group Name, Street Address, Zip, # of EEs Applying, Requested Eff Date, Incumbent Carrier, and SIC. A 'Save & Continue' button is located at the bottom right of the form.

HPN/SHL BROKER PORTAL

Health Plan of Nevada
A UnitedHealthcare Company

Sierra Health and Life
A UnitedHealthcare Company

Logout

Partner Home Page Individual & Family **Small Group ACR** Renewals Associations

Quotes New Applications Group Enrollment & Marketing Materials

Quote Information
The quoting portal is for ACA small groups (2-50) meeting the following criteria:
Employers must be located in the HPN or SHL service area. No more than 25% of the enrolled subscribers may permanently work in out of the area (OOA) locations.
Please submit your requests for Out of Area and Ancillary only quotes to nevadaquotes@uhc.com. Submit quotes for groups of 51 or more to your Sales Representative.

Group Information

*Group Name:

*Street Address:

*Zip:

*# of EEs Applying:

*Requested Eff Date:

*Incumbent Carrier:

*SIC:

Save & Continue ▶

[Return to Table of Contents](#)

Quoting (ACR New Groups)

Enter the required census information for the group manually or import the census. See instructions and census template links. Then click **Continue**,

HPN/SHL BROKER PORTAL Health Plan of Nevada Sierra Health and Life
A UnitedHealthcare Company A UnitedHealthcare Company

Logout

Partner Home Page Individual & Family **Small Group ACR** Renewals Associations

Quotes New Applications Group Enrollment & Marketing Materials

Quote Info

Group Name: TEST GROUP

Quote Id: 1-1E8GYAD

Eligible EE: 2

Eligible Employee: An employee working a regular work week of at least 30 hours per week or 130 hours of service per month. Part-time employees are considered eligible if coverage for part-time employees is requested by the employer and the part-time employee works a minimum of twenty-four (24) hours per week. Part-time employees and their dependents should not make up more than 20% of the enrolled population of the group.

Group Census

Census Import instructions - Census Import example spreadsheet - Delete All Records Import

Remove	#	Name/Initials	Zip	DOB	Age	Spouse DOB	Spouse Age	# Children	Chi
	1	C0	89128				0	0	
	2	C1	89128				0	0	

Add Employee Continue

Census Import Instructions
Adobe Acrobat Document

Census Template.csv
Microsoft Excel ma Separated Val

[Return to Table of Contents](#)

Quoting (ACR New Groups)

Select **View Products** to review and select the products. Scroll down the page to view **Available Medical Products**.

The screenshot displays the HPN/SHL Broker Portal interface. At the top, it features the logos for Health Plan of Nevada and Sierra Health and Life, both identified as UnitedHealthcare Company. The main navigation bar includes tabs for Partner Home Page, Individual & Family, Small Group ACR (which is currently selected), Renewals, and Associations. Below this, there are sub-tabs for Quotes, New Applications, and Group Enrollment & Marketing Materials.

The interface is divided into several sections:

- Medical Plan Selection:** Contains instructions to click 'View Products' to view available products. It includes a 'NOTE' stating that quotes with more than 15 products selected may take longer to generate. A second instruction points to the 'Add Selected & Continue' box under 'Available Medical Products'.
- Quote Info:** A form with three input fields: 'Group Name' (TEST GROUP), 'Quote Id' (1-1E7F2GM), and 'Eligible EE' (2). A red asterisk indicates that the 'Eligible EE' field is required. Below the form is a definition of an 'Eligible Employee'.
- Standard Medical Templates:** A section with a table of templates. The table has two rows: 'Name' with a 'View Products' link, and '2024 Eff Dates ...' with a 'View Products' link. A gear icon and '1 - 1 of 1' are visible above the table.

[Return to Table of Contents](#)

Quoting (ACR New Groups)

Click the **Select** hyperlink to add products to your quote. The products will move to the Selected Medical Products.

Available Products

To add a product, first click on the product description, then click on the **SELECT** to add it.
Associated dental and vision products will be shown and can be removed as desired.

[Add All Products](#)

Select	Product Description	Rx Benefit	Metallic Level	Product Line	PCP OV	D
Select	HPN Solutions HMO Bronze 30/6...	\$25/CYD-40%	Bronze	HMO	\$30	\$
Select	HPN Solutions HMO Bronze 40/8...	\$30/125/RxD 3...	Bronze	HMO	\$40	\$
Select	HPN Solutions HMO Bronze 45/8...	\$30/CYD-0%	Bronze	HMO	\$45	\$
Select	HPN Solutions HMO Bronze 8250...	CYD/\$0	Bronze	HMO	CYD/0%	\$
Select	HPN Solutions HMO Gold 10/100...	\$20/40/80/500	Gold	HMO	\$10	\$
Select	HPN Solutions HMO Gold 20/100...	\$15/40/70/300	Gold	HMO	\$20	\$
Select	HPN Solutions HMO Gold 25/100...	\$15/40/70/300	Gold	HMO	\$25	\$
Select	HPN Solutions HMO Gold 25/200...	\$15/40/70/300	Gold	HMO	\$25	\$
Select	HPN Solutions HMO Gold 30/500...	\$5/50/75/50%	Gold	HMO	\$30	\$
Select	HPN Solutions HMO Platinum 15/...	\$10/30/60/350	Platinum	HMO	\$15	\$
Select	HPN Solutions HMO Silver 10/30...	\$15/50/75/350	Silver	HMO	\$10	\$
Select	HPN Solutions HMO Silver 35/35...	\$25/50/75/350	Silver	HMO	\$35	\$
Select	HPN Solutions HMO Silver 40/60...	\$25/50/100/350	Silver	HMO	\$40	\$
Select	HPN Solutions POS Gold 15/0/10...	\$15/40/70/300	Gold	POS	\$15	\$
Select	HPN Solutions POS Gold 25/0/15...	\$15/40/70/300	Gold	POS	\$25	\$
Select	HPN Solutions POS Gold 25/0/50...	\$15/40/70/300	Gold	POS	\$25	\$

[Return to Table of Contents](#)

Quoting (ACR New Groups)

Click **Add Selected & Continue** in the **Selected Medical Products**.

Selected Products

To remove a product, first click on the product description, then click on the REMOVE to remove it.

Product Description	Product Line	Remove
HPN Solutions HMO Bronze 30/...	HMO	Remove
PPO 27 w/o Ortho Adult - So. NV	PPO	Remove
SHL Dental PPO Plan 28 - SB Ad...	PPO	Remove
SHL Dental PPO Plan 29 - SB Ad...	PPO	Remove
SHL PPO EyeMed 13: 12/12/24/...	PPO	Remove
SHL PPO EyeMed 14: 12/12/12 ...	PPO	Remove
SHL PPO EyeMed 15: 12/12/24 ...	PPO	Remove
HPN Solutions HMO Gold 25/10...	HMO	Remove
HPN Solutions HMO Gold 30/50...	HMO	Remove
HPN Solutions POS Silver 35/0/...	POS	Remove
SHL Solutions HSA PPO Gold 32...	HSA	Remove

Quoting (ACR New Groups)

You'll see a list of **Estimated Monthly Premiums** for each product selected. Click **Continue**.

The screenshot displays the HPN/SHL Broker Portal interface. At the top, there are logos for Health Plan of Nevada and Sierra Health and Life. The main navigation bar includes 'Partner Home Page', 'Individual & Family', 'Small Group ACR', 'Renewals', and 'Associations'. Below this, there are tabs for 'SmallGroup', 'Quotes', 'New Applications', and 'Group Enrollment & Marketing Materials'. The 'Quote Info' section contains three input fields: 'Group Name' (TEST GROUP), 'Quote Id' (1-1E7F2GM), and 'Eligible EE' (2). A definition for 'Eligible Employee' is provided below. The 'Metallic Rates' section features a table with columns for Plan, Rx Co-Pay, Estimated Monthly Premium, Deductible, and Office Visit. The table lists five different health plans with their respective rates and deductibles. At the bottom, there are navigation buttons for 'Back', 'Compare', and 'Continue'.

HPN/SHL BROKER PORTAL

Health Plan of Nevada
A UnitedHealthcare Company

Sierra Health and Life
A UnitedHealthcare Company

Logout

Partner Home Page Individual & Family **Small Group ACR** Renewals Associations

SmallGroup Quotes New Applications Group Enrollment & Marketing Materials

Quote Info *required

Group Name: TEST GROUP

Quote Id: 1-1E7F2GM

Eligible EE: 2

Eligible Employee: An employee working a regular work week of at least 30 hours per week or 130 hours of service per month. Part-time employees are considered eligible if coverage for part-time employees is requested by the employer and the part-time employee works a minimum of twenty-four (24) hours per week. Part-time employees and their dependents should not make up more than 20% of the enrolled population of the group.

Metallic Rates 1 - 5 of 5

Plan	Rx Co-Pay	Estimated Monthly Premium	Deductible	Office Visit
HPN Solutions HMO Gold 30/500/30%	\$5/50/75/50%	\$968.24	\$500	\$30
HPN Solutions POS Silver 35/0/2500/20%	\$30/85/CYD-2...	\$843.73	\$0	\$35
SHL Solutions HSA PPO Gold 3200/10%	CYD/0%	\$876.36	\$3,200	CYD/10%
HPN Solutions HMO Bronze 30/6850/40%	\$25/CYD-40%	\$614.92	\$6,850	\$30
HPN Solutions HMO Gold 25/1000/30%	\$15/40/70/300	\$965.50	\$1,000	\$25

Back Compare Continue

[Return to Table of Contents](#)

Quoting (ACR New Groups)

Select **Generate Proposal**.

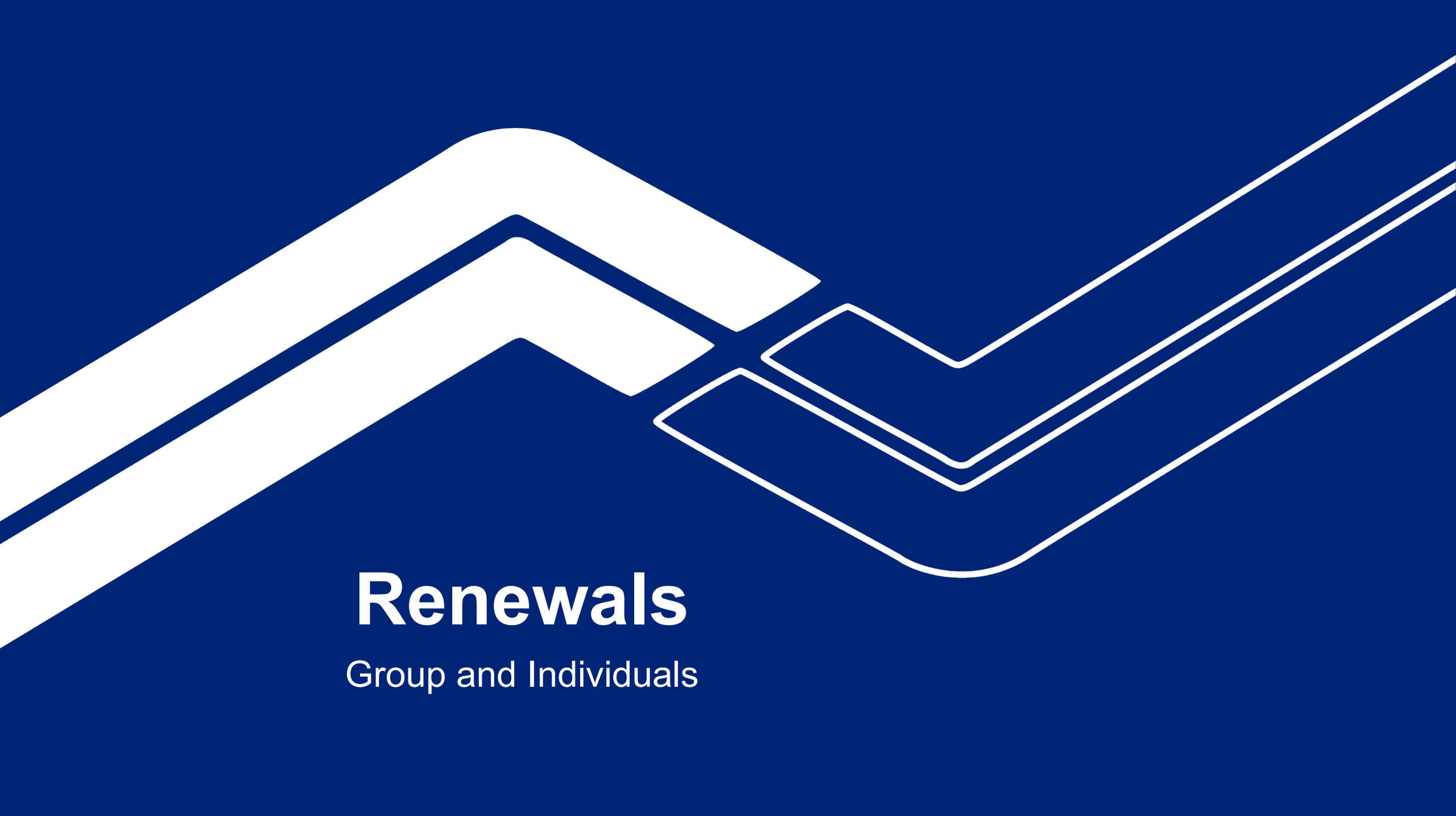
Click the link under name to view and print the proposal. Select **Continue** to return to your small group homepage.

The screenshot displays the HPN/SHL Broker Portal interface. The top navigation bar includes the HPN/SHL BROKER PORTAL logo, a Logout link, and logos for Health Plan of Nevada and Sierra Health and Life. Below this is a secondary navigation bar with tabs for Partner Home Page, Individual & Family, Small Group ACR (selected), Renewals, and Associations. A third navigation bar contains links for Quotes, New Applications, and Group Enrollment & Marketing Materials.

The main content area is divided into two columns. The left column, titled 'Proposal', contains a text box: 'To view the proposal on this page, click the Generate Proposal button and then click the link to open the document.' The right column, titled 'ACR Group Policy', contains two input fields: '★Policy #' with the value '1-1E7F2GM' and '★Group:' with the value 'TEST GROUP'. Below these fields is a 'Generate Proposal' button. At the bottom right of the right column, there is a gear icon and the text '1 - 1 of 1'.

Below the 'Generate Proposal' button is a table with the following structure:

Name	Modified
1-1E7F2GM_B...	10/29/2024 03:03:18 PM



Renewals

Group and Individuals

Group Renewals

Select the **Renewals** tab. You can view groups that are renewing within 30 days and 60 days.

Click the **Proposal** link to review the renewal proposal. Click on the **SBC** link to review the Summary of Benefits and Coverages.

HPN/SHL BROKER PORTAL

Health Plan of Nevada
A UnitedHealthcare Company

Sierra Health and Life
A UnitedHealthcare Company

logout

Partner Home Page Individual & Family Small Group ACR **Renewals** Associations

Home SG 30 Days SG 60 Days 51-100 30 Days 51-100 60 Days Ind Renewals Completed Renewals

Renewals

- [Groups to Renew within 30 Days](#)
- [Groups to Renew within 60 Days](#)
- [Individual Renewals](#)
- [Completed Individual Renewals](#)

Groups to Renew within 30 Days

Home [dropdown] [search] [Export] 1 - 10 of 10+

Group Name	Group Number	Renewal Date	Tier Structure	Status	Proposal	SBC
THE DOE COMPANY	60000123	12/1/2024	ACR	Renewal Ready	Proposal	SBC

Individual Renewals

Click **Individual Renewal** to see a list of your individual members. Scroll right to **Renew** an Off Exchange member and/or view the **Renewal Letter**.

Click the **Completed Renewals** option to see all Off Exchange members that have already renewed.

HPN/SHL BROKER PORTAL Health Plan of Nevada Sierra Health and Life
A UnitedHealthcare Company A UnitedHealthcare Company

Logout

Partner Home Page Individual & Family Small Group ACR **Renewals** Associations

Home SG 30 Days SG 60 Days 51-100 30 Days 51-100 60 Days **Ind Renewals** Completed Renewals

January Individual Renewals

Individual Renewals 1 - 8 of 8

Renewal	Current Dental Pla	Current Dental Ra	Dental Renewal R	Current Vision Pla	Current Vision Ra	Vision Renewal R	Group Number	Renew	Letter
Not Enrolled	\$0.00	\$0.00	Not Enrolled	\$0.00	\$0.00	\$0.00	10003502	Renew	Letter
PPO Adult Dental	\$25.70	\$25.70	PPO Adult Vision	\$7.70	\$7.70	\$7.70	10003502	Renew	Letter
Not Enrolled	\$0.00	\$0.00	PPO Adult Vision	\$7.70	\$7.70	\$7.70	10003502	Renew	Letter
Not Enrolled	\$0.00	\$0.00	Not Enrolled	\$0.00	\$0.00	\$0.00	10003502	Renew	Letter
Not Enrolled	\$0.00	\$0.00	Not Enrolled	\$0.00	\$0.00	\$0.00	20002020	Renew	Letter
Not Enrolled	\$0.00	\$0.00	Not Enrolled	\$0.00	\$0.00	\$0.00	20002020	Renew	Letter
Not Enrolled	\$0.00	\$0.00	Not Enrolled	\$0.00	\$0.00	\$0.00	20002020	Renew	Letter
Not Enrolled	\$0.00	\$0.00	Not Enrolled	\$0.00	\$0.00	\$0.00	20002020	Renew	Letter

[Return to Table of Contents](#)



Quoting

AHP Groups

Quoting AHP

Click the **Associations** tab. Then click **Start AHP Quote**.

The screenshot displays the HPN/SHL Broker Portal interface. At the top, the header includes the logos for Health Plan of Nevada and Sierra Health and Life, both identified as UnitedHealthcare Company. The main navigation bar features several tabs: Partner Home Page, Individual & Family, Small Group ACR, Renewals, and Associations. The Associations tab is currently selected. Below the navigation bar, the page is divided into two main sections. On the left, there is a sidebar with a 'Qualifications' section containing text about broker and employer requirements, and a 'Links' section with a 'Start AHP Quote' button. On the right, the main content area shows the 'ACR Book of Business for Association Quoting' section, which includes a search bar and a table. Below this, the 'Quotes' section displays a table with one quote entry.

HPN/SHL BROKER PORTAL

Health Plan of Nevada
A UnitedHealthcare Company

Sierra Health and Life
A UnitedHealthcare Company

Logout

Partner Home Page Individual & Family Small Group ACR Renewals **Associations**

AHP

Qualifications:
Brokers and employers must be in good standing with an approved Association.
HCC: Employer group's primary business location must be Clark County, NV.
NCA: Employer group's primary business location must be Nevada.
Out-of-Area (OOA) employees are allowed with no more than 25% of the enrolled employees OOA.
HPN/SHL products are not available in Hawaii or Vermont.

Links

- Start AHP Quote

ACR Book of Business for Association Quoting

ACR Groups already quoted Export

ACR Book of Business for Association Quoting Enter Query.

Group Name	Group Number	SIC	Associati	Industry Typ	Renewal Dat	Requested E	Quote and Renew t

Quotes

Quotes 1 - 1 of 1

Policy #	Type	Group Name	Broker	Effective Dt	Expires	Action
1-1E6KB39	Quote	TESTING 1/1/25	COLLEEN BSA9	1/1/2025	12/22/2024	

[Return to Table of Contents](#)

Quoting AHP

Complete the **Group Info**. Then click **Save & Continue**.

The screenshot displays the HPN/SHL Broker Portal interface. At the top, there are logos for Health Plan of Nevada and Sierra Health and Life, both identified as UnitedHealthcare Company. The main navigation bar includes links for Partner Home Page, Individual & Family, Small Group ACR, Renewals, and Associations. The current page is titled 'AHP Quote' under the 'Associations' section. The form is divided into two main areas: instructions and data entry. The instructions section explains that the form is for AHP Groups and provides specific requirements for Association (NCA) and Industry Type (Construction). The data entry section, titled '1. Group Info', contains several required fields: Group Legal Name, Zip, Requested Effective Date (with a dropdown arrow), Enrolled Count, SIC (with a dropdown arrow), Association (with a dropdown arrow), and Industry Type (with a dropdown arrow). A 'Save & Continue' button with a right-pointing arrow is located at the bottom right of the form.

HPN/SHL BROKER PORTAL

Health Plan of Nevada
A UnitedHealthcare Company

Sierra Health and Life
A UnitedHealthcare Company

Logout

Partner Home Page Individual & Family Small Group ACR Renewals Associations

AHP Associations

AHP Quote

This section is for AHP Groups only.

Select the applicable Association and corresponding Industry Type to generate a Proposal with rates specific to the Association.

Association: **NCA**, Industry Type must be **Construction**.

Association: **HCC**, Industry Type must be one of the following:

- Division C: Construction
- Division D: Manufacturing
- Division G: Retail Trade
- Division I: Services

1. Group Info

2. Census 3. Product Selection 4. Attestation 5. Confirmation

* =Required

- * Group Legal Name
- * Zip
- * Requested Effective Date ▼
- * Enrolled Count
- * SIC ▼
- * Association ▼
- * Industry Type ▼

Save & Continue ►

[Return to Table of Contents](#)

Quoting AHP

Enter the required census information for the group manually OR import the census. See instructions and census template links. Then click **Continue**,

The screenshot shows the HPN/SHL Broker Portal interface. At the top, there are logos for Health Plan of Nevada and Sierra Health and Life. Below the navigation bar, the 'Quote Info' section contains three input fields: 'Group Name' (TEST GROUP), 'Quote Id' (1-1E8GYAD), and 'Eligible EE' (2). A note below explains the 'Eligible Employee' criteria. The 'Group Census' section features a table with two rows of data and buttons for 'Census Import instructions', 'Census Import example spreadsheet', 'Delete All Records', and 'Import'. A red box highlights the 'Census Import instructions' link and the table. A red arrow points from the 'Census Import instructions' link to a callout box on the right.

Remove	#	Name/Initials	Zip	DOB	Age	Spouse DOB	Spouse Age	# Children	Chi
	1	C0	89128				0	0	
	2	C1	89128				0	0	

A red-bordered callout box contains two links. The first link is for 'Census Import Instructions', accompanied by an Adobe Acrobat PDF icon and the text 'Adobe Acrobat Document'. The second link is for 'Census Template.csv', accompanied by a Microsoft Excel icon and the text 'Microsoft Excel ma Separated Val'.

[Return to Table of Contents](#)

Quoting AHP

Select the **Generate Proposal** button.
To view or download the proposal, click
the link under the name.

NOTE: Do not click the **Continue and
Select Plans** button until you are sure
you want to submit as a new group.

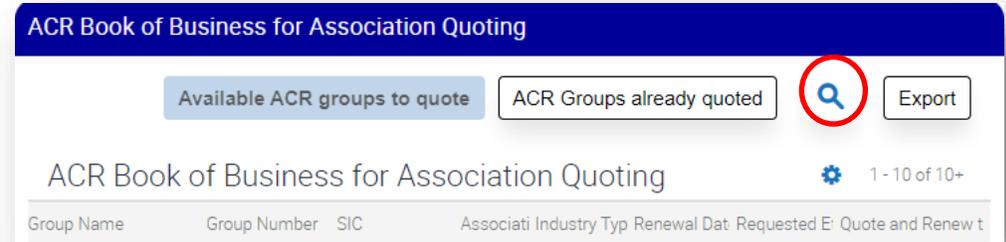
The screenshot displays the HPN/SHL Broker Portal interface. At the top, the header includes the logos for Health Plan of Nevada and Sierra Health and Life, both identified as UnitedHealthcare Company. The main navigation bar contains links for Partner Home Page, Individual & Family, Small Group ACR, Renewals, and Associations. The current page is titled 'AHP Quote Proposal'. A sidebar on the left contains a 'Proposal' section with instructions: 'To view the proposal on this page, click the Generate Proposal button and then click the link to open the document.' The main content area features a 'Generate Proposal' section with a table listing proposals. The table has columns for 'Name' and 'Modified'. One proposal is listed with the name '1-1E7F2MK_CP_20241029152651' and a modified date of '10/29/2024 03:26:54 PM'. Below the table, there are three buttons: 'Back', 'Generate Proposal', and 'Continue and Select Plans'.

Name	Modified
1-1E7F2MK_CP_20241029152651	10/29/2024 03:26:54 PM

Quoting AHP

Click on the magnifying glass to start a **New Query**.

Search by **Group Name** or **Group Number**.

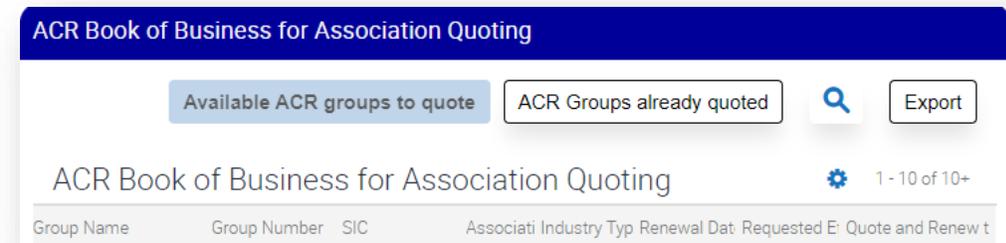


ACR Book of Business for Association Quoting

Available ACR groups to quote ACR Groups already quoted  Export

ACR Book of Business for Association Quoting  1 - 10 of 10+

Group Name	Group Number	SIC	Associati	Industry Typ	Renewal Dat	Requested E	Quote and Renew t
------------	--------------	-----	-----------	--------------	-------------	-------------	-------------------



ACR Book of Business for Association Quoting

Available ACR groups to quote ACR Groups already quoted  Export

ACR Book of Business for Association Quoting  1 - 10 of 10+

Group Name	Group Number	SIC	Associati	Industry Typ	Renewal Dat	Requested E	Quote and Renew t
------------	--------------	-----	-----------	--------------	-------------	-------------	-------------------

Quoting AHP

Search by **Group Name** or **Group Number**. Select the **Association**, **Industry Type** and **Requested Effective Date** from the drop-down values in each column.

Click the **AHP Option** link which will go to the Proposal Generation page.

ACR Book of Business for Association Quoting

Available ACR groups to quote ACR Groups already quoted Search Export

ACR Book of Business for Association Quoting Settings 1 - 10 of 10+

Group Name	Group Number	SIC	Associati	Industry Typ	Renewal Dat	Requested E	Quote and Renew t
		CONSTRUCTI...			7/1/2025		AHP Option

Quoting AHP

Select **Generate Proposal**.

Click the link under name to view and print the proposal.

The screenshot displays the HPN/SHL Broker Portal interface. At the top, the header includes the text "HPN/SHL BROKER PORTAL" and "Logout" on the left, and logos for "Health Plan of Nevada" and "Sierra Health and Life" on the right. Below the header is a navigation bar with tabs for "Partner Home Page", "Individual & Family", "Small Group ACR", "Renewals", and "Associations". The "Associations" tab is active, and a sub-menu shows "AHP" and "Proposal".

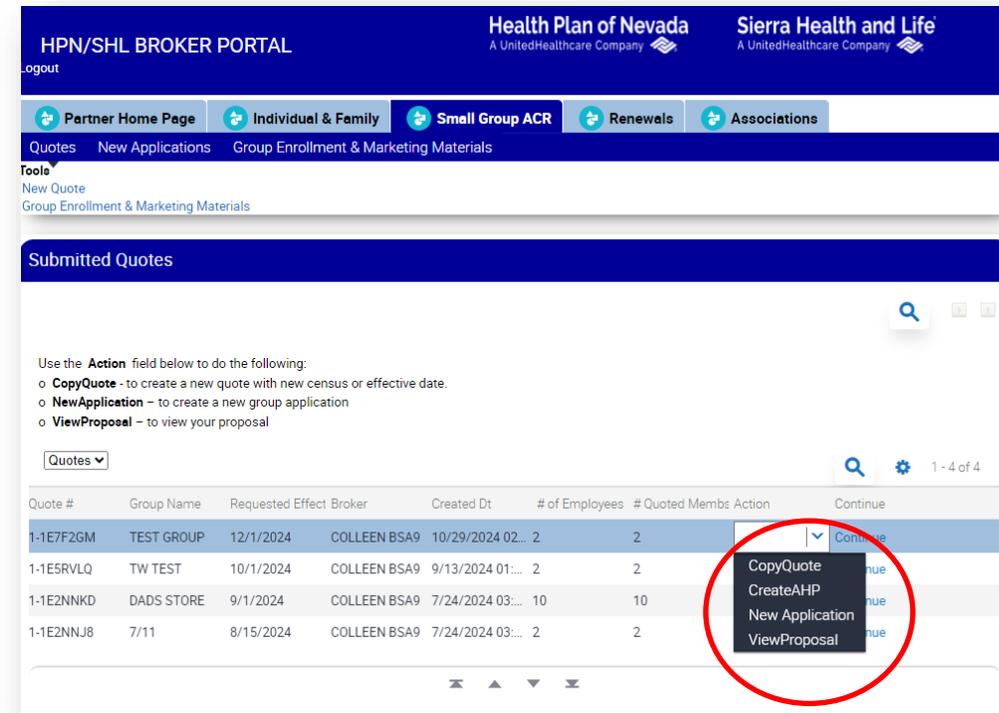
A callout box titled "Proposal" contains the text: "To view the proposal on this page, click the Generate Proposal button and then click the link to open the document." This callout points to a "Generate Proposal" button in the main content area.

The main content area is titled "Generate Proposal" and features a "Generate Proposal" button. Below this is a "Continue and Select Plans" button. A table with columns "Name" and "Modified" is shown, but it is empty, with a "No Records" message and a gear icon. At the bottom of the table area, there are navigation arrows and another "Continue and Select Plans" button.

Actions for Existing ACR Quotes

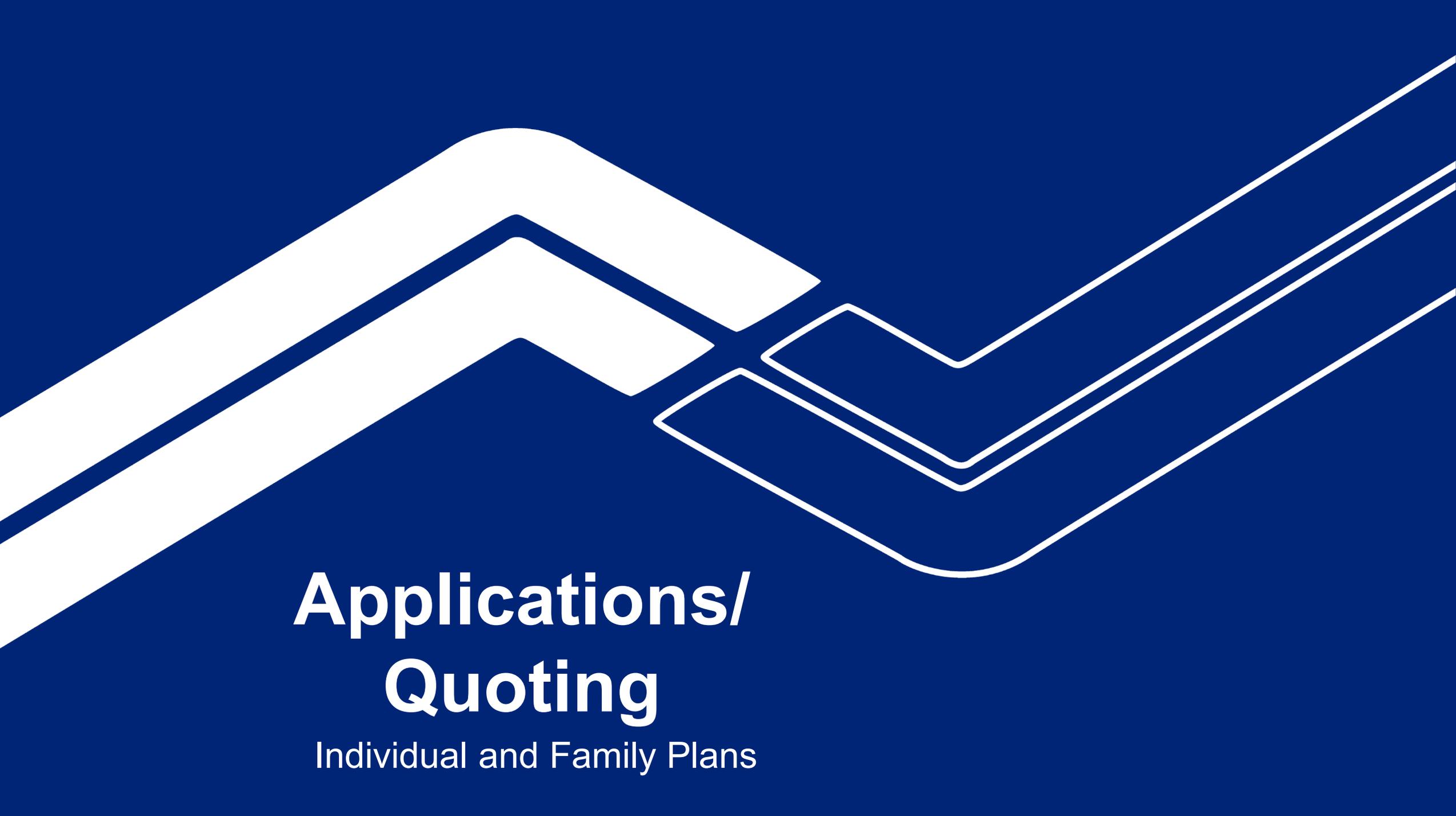
To view a quote, go to **Action** and select **Copy Quote**, **Create AHP Quote**, **New Application**, **View Proposal** or **View Rates**. Then select **Continue**.

Quotes that are not submitted can be completed later by scrolling down to the **Unsubmitted Quotes** section (below the **Submitted Quotes**) and selecting the **Continue** link.



The screenshot displays the HPN/SHL Broker Portal interface. At the top, there are logos for Health Plan of Nevada and Sierra Health and Life. Below the navigation bar, the 'Submitted Quotes' section is visible. A table lists quotes with columns for Quote #, Group Name, Requested Effect, Broker, Created Dt, # of Employees, # Quoted Membs, and Action. A dropdown menu is open for the first row, showing options: CopyQuote, CreateAHP, New Application, and ViewProposal. The 'Continue' link is also visible in the table.

Quote #	Group Name	Requested Effect	Broker	Created Dt	# of Employees	# Quoted Membs	Action	Continue
1-1E7F2GM	TEST GROUP	12/1/2024	COLLEEN BSA9	10/29/2024 02...	2	2	CopyQuote CreateAHP New Application ViewProposal	Continue
1-1E5RVLQ	TW TEST	10/1/2024	COLLEEN BSA9	9/13/2024 01...	2	2		Continue
1-1E2NNKD	DADS STORE	9/1/2024	COLLEEN BSA9	7/24/2024 03...	10	10		Continue
1-1E2NNJ8	7/11	8/15/2024	COLLEEN BSA9	7/24/2024 03...	2	2		Continue



Applications/ Quoting

Individual and Family Plans

Applications/Quoting Individual

Click the **Email URL** link to email your client a link to the individual portal, which includes your credentials.

Qualifying Events

Open enrollment for 2025 health plans will be November 1, 2024 through January 15, 2025 with effective dates as follows:

Applications received between November 1, 2024 to December 31, 2024 will be effective January 1, 2025. Applications received between January 1, 2025 to January 15, 2025 will be effective February 1, 2025.

If you're applying for coverage due to a qualifying life event (QLE), you must provide proof within 60 days from the date of the qualifying event. Examples of a qualifying event may include:

- Birth, Adoption or Placement for Adoption
- Domestic Partnership or Marriage
- Change in Family Status
- Loss of Minimum Essential Coverage
- Active Duty Military
- Loss of Medicaid or other Public Assistance
- Loss of Employer Sponsored Coverage
- Permanent Change in Residence to Nevada

Your effective date will **show the first of the month following the date** the application is submitted provided it is within 60 days of the Qualifying Life Event.

The documentation will be reviewed for final determination of eligibility.

If you have any questions regarding choosing a health plan, please call Sales at **702-821-2200**.

* Information and dates are subject to change.

** As you are going through the enrollment process, you will be prompted to attest to your Qualifying Life Event. Click this link to view a list of acceptable QLE documentation.

The screenshot shows the HPN/SHL Broker Portal interface. At the top, there are logos for Health Plan of Nevada and Sierra Health and Life. Below the logos, the text 'HPN/SHL BROKER PORTAL' and 'Logout' are visible. A navigation bar contains several menu items: 'Partner Home Page', 'Individual & Family' (circled in red), 'Small Group ACR', 'Renewals', and 'Associations'. Underneath, there are sub-menu items: 'Individual', 'Individual Application', and 'Individual Enrollment & Marketing Materials'. A 'Tools' sidebar on the left lists 'Individual Enrollment & Marketing', 'Email URL' (circled in red), and 'Create a Quote'. The main content area displays 'Application List - Applications 60 days from the requested effective date are visible.' and a table with columns: Application #, Requested Effective Date, Status, Tier Structure, Organization, Subscriber Last Name, and Subscriber First Name. Below the table is a 'Qualifying Event Documentation' section with a list of instructions regarding documentation submission.

[Return to Table of Contents](#)

Applications/Quoting Individual

Enter information in **Get a Quote** to begin the Application then click on **Continue**.

The screenshot displays the HPN/SHL Broker Portal interface. At the top, the header includes the logo and navigation tabs for Partner Home Page, Individual & Family, Small Group ACR, Renewals, and Associations. The 'Individual & Family' tab is active, showing sub-links for Individual Application and Individual Enrollment & Marketing Materials. The main content area features a 'Get a Quote' form with three required fields: 'What type of coverage are you applying for?', 'What is your 5 digit Nevada Zip Code?', and 'I am requesting insurance coverage for:'. Each field has a dropdown menu. Below the form are 'Start Over' and 'Continue' buttons. To the right of the form, there is a link to view language assistance notices in multiple languages. Below the form, there are three informational sections: 'One Pass Select™' (a subscription-based fitness and well-being program), 'Understanding ICHRA and QSEHRA' (explaining Individual Coverage Health Reimbursement Arrangement and Qualified Small Employer Reimbursement Arrangement), and 'Qualifying Events' (noting that open enrollment for 2025 health plans will be from November 1, 2024, to January 15, 2025).

[Return to Table of Contents](#)

Applications/Quoting Individual

HPN/SHL BROKER PORTAL Health Plan of Nevada A UnitedHealthcare Company Sierra Health and Life A UnitedHealthcare Company

Logout

[Partner Home Page](#) [Individual & Family](#) [Small Group ACR](#) [Renewals](#) [Associations](#)

Individual Application Individual Enrollment & Marketing Materials

Enter your information and click continue

* Effective Date if you submit this application Today: 1/1/2025 * =required

	Gender	Date of Birth (MM/DD/YYYY)	** Tobacco use? (past 6 months)	** Race	** Ethnicity	** Language
* Applicant:	<input checked="" type="radio"/> F <input type="radio"/> M	01/01/1976	<input type="radio"/> Y <input checked="" type="radio"/> N	Two or More Races	Hispanic/Latino	English
* Spouse/Domestic Partner:	<input type="radio"/> F <input type="radio"/> M		<input type="radio"/> Y <input type="radio"/> N			
* Child1:	<input type="radio"/> F <input type="radio"/> M		<input type="radio"/> Y <input type="radio"/> N			
* Child2:	<input type="radio"/> F <input type="radio"/> M		<input type="radio"/> Y <input type="radio"/> N			
* Child3:	<input type="radio"/> F <input type="radio"/> M		<input type="radio"/> Y <input type="radio"/> N			

[+Add a child](#) [Add Spouse](#) [Add Child](#)

** Tobacco use is having used tobacco products 4+ times per week on average within the past six months. You may exclude if used for religious or ceremonial purposes

[Start Over](#) [Continue ▶▶](#)

[Return to Table of Contents](#)

Applications/Quoting Individual

Review and Select A Medical Plan.

HPN/SHL BROKER PORTAL

Logout

Health Plan of Nevada
A UnitedHealthcare Company

Sierra Health and Life
A UnitedHealthcare Company

Partner Home Page
Individual & Family
Small Group ACR
Renewals
Associations

Individual Application
Individual Enrollment & Marketing Materials

HMO and EPO, Gold, Silver and Bronze Plan Features/Benefits

- Prescription drug coverage included with each plan.
- Essential Health Benefits included in all plans.
- Maternity coverage included in all plans.
- Preventive care with plan providers for \$0 member cost.
- Pediatric dental & pediatric vision included in all plans.
- All plans meet requirements of the Affordable Care Act.
- @YourService - 24/7 Online Member Portal.

- Order duplicate member ID cards
- Pay your premium
- View claims & prior authorizations
- View plan documents

SELECT A MEDICAL PLAN

MySHL Solutions HSA EPO Bronze 3.1

Plan Design	RX	Office Visit	Deductible	Dental/Vision	SBC
MySHL Solutions HSA EPO Bronze 3.1	Tier 1-4 \$25/75/150/30% after Med CYD	After CYD, Mbr pays 30% of EME	\$6,500	Dental & Vision are optional	Summary of Benefits and Coverage
<p>Monthly Premium Per Month</p> <p>\$480.99</p>					
<p>Select</p>					

- Details
- Compare

MySHL Solutions EPO Bronze 11

Plan Design	RX	Office Visit	Deductible	Dental/Vision	SBC
MySHL Solutions EPO Bronze 11	Tier 1-4 0% after Med CYD	After CYD, Mbr pays 0% of EME	\$8,700	Dental & Vision are optional	Summary of Benefits and Coverage
<p>Monthly Premium Per Month</p> <p>\$452.99</p>					
<p>Select</p>					

- Details

[Return to Table of Contents](#)

Applications/Quoting Individual

NOTE: If you are completing an enrollment on behalf of your client/the member, click **Confirm** to finish the enrollment.

Click **Send Email** to send to the member to complete.

HPN/SHL BROKER PORTAL Health Plan of Nevada Sierra Health and Life
A UnitedHealthcare Company A UnitedHealthcare Company

Logout

Partner Home Page Individual & Family Small Group ACR Renewals Associations

Home SG 30 Days SG 60 Days 51-100 30 Days 51-100 60 Days Ind Renewals Completed Renewals

SELECT A MEDICAL PLAN

MyHPN Solutions Plus HMO Bronze 3

Plan Type	Pharmacy Coverage	Office Visit	Deductible	Dental/Vision	Monthly Premium Per Month
MyHPN Solutions Plus HMO Bronze 3	Tier 1-4 0% after Med CYD	After CYD, Mbr pays 0% of EME	\$8,700	Dental & Vision are optional	\$432.37

Back to all plans **Confirm** Send Email

HMO and EPO, Gold, Silver and Bronze Plan Features/Benefits

- Prescription drug coverage included with each plan.
- Essential Health Benefits included in all plans.
- Maternity coverage included in all plans.
- Preventive care with plan providers for \$0 member cost.
- Pediatric dental & pediatric vision included in all plans.
- All plans meet requirements of the Affordable Care Act.
- @YourService - 24/7 Online Member Portal.
- Order duplicate member ID cards
- Pay your premium
- View claims & prior authorizations
- View plan documents

HMO Plan Features/Benefits

- Network primary care physicians for each member of your family.
 - Internal Medicine / Family Practice / General Practice
 - OB/GYN for females
 - Pediatricians for children
- Health education and wellness programs.
- Telemedicine available on all plans.

[Return to Table of Contents](#)

Applications/Quoting Individual

Click **Select** to choose a specific benefit.

Click **Continue** to waive the ancillary coverage option.

HPN/SHL BROKER PORTAL
Logout

Health Plan of Nevada
A UnitedHealthcare Company

Sierra Health and Life
A UnitedHealthcare Company

Partner Home Page Individual & Family Small Group ACR Renewals Associations

Individual Application Individual Enrollment & Marketing Materials

ADULT (OPTIONAL DENTAL COVERAGE) To select Dental coverage, please click **Select** button under Monthly Premium. Otherwise, just click **Continue**.

Individual UHC HMO Dental

Plan Design	Exams/Cleaning	Deductible	Monthly Premium
Individual UHC HMO Dental	No Charge	None	\$13.00 per month

PPO Adult Dental

Plan Design	Exams/Cleaning	Deductible	Monthly Premium
PPO Adult Dental	Type I \$0 Type II CYD 20% Type III CYD 50%	Type I \$0 Type II & III \$50 (In Plan)	\$25.70 per month

HPN/SHL BROKER PORTAL
Logout

Health Plan of Nevada
A UnitedHealthcare Company

Sierra Health and Life
A UnitedHealthcare Company

Partner Home Page Individual & Family Small Group ACR Renewals Associations

Individual Application Individual Enrollment & Marketing Materials

ADULT (OPTIONAL VISION COVERAGE) To elect Vision coverage, please click **Select** button under Monthly Premium. Otherwise, just click **Continue**.

HMO Adult Vision

Plan Design	Exam/Frequency	Frames Frequency	Lenses Frequency	Monthly Premium
HMO Adult Vision	12 moe	24 moe	12 moe	\$7.70 per month

[Return to Table of Contents](#)

Applications/Quoting Individual

Enter applicant information for the subscriber and family member.

Applicant Information

Enter the primary applicant's information and click Continue.

You must enter at least one phone number.

If you currently have an individual plan with Health Plan of Nevada and would like to change your current coverage, please contact your insurance agent or our Sales Dept at 702-821-2200.



Applicant Information

You must enter at least one phone number.

*First Name: Middle Name: *Last Name:

*Email: *Personal Address: *City: Las Vegas

*State: NV *Zip Code: 89108 Home / Mobile Phone #:

Work Phone #: *SSN(Required if over age 5):

*Driver's License/State ID (Required if age 19 or older): Marital Status:

*GO PAPERLESS!

Would you like to go paperless for Required Communications, such as benefit and plan information, claims, billing and payments, regulatory notices and tax documents?

When you go paperless, you will receive an email notification to let you know a document is available to view online.

By selecting paperless, you agree that you have reviewed the [Required Plan Communications Notice](#). You also agree to receive Required Plan Communications electronically.

No, I Prefer Mail

Yes, Go Paperless

[Return to Table of Contents](#)

Applications/Quoting Individual

Click the **link** to download a copy of the application for your records.

The screenshot shows the HPN/SHL Broker Portal interface. At the top, there are logos for Health Plan of Nevada and Sierra Health and Life. Below the navigation bar, the page title is "APPLICATION REVIEW AND ATTESTATION". The main content area includes instructions for the user to review the application and sign the page. A "Your Application" section contains a "Generate Enrollment Form" button and a preview of the application form with the name "FinalTINA TESTER_1-1E7K3WJ_11_05_2024_104233AM". At the bottom, there is a section for "Acknowledgements and Application Completion SIGNATURE REQUIRED" with five numbered points detailing the terms and conditions of the application.

HPN/SHL BROKER PORTAL
Health Plan of Nevada
Sierra Health and Life

Logout
Partner Home Page Individual & Family Small Group ACR Renewals Associations

Individual Application Individual Enrollment & Marketing Materials

APPLICATION REVIEW AND ATTESTATION

You are almost done.

Review the information below and sign the page below.
Review the application and print a copy for yourself.
Click "I Agree" to agree to the terms and agreements on this page.
The last step is to make a payment and then you will be able to view your ID card.

Your Application

Generate Enrollment Form

Your Application Generate Enrollment Form 1 - 1 of 1

Name
FinalTINA TESTER_1-1E7K3WJ_11_05_2024_104233AM

Acknowledgements and Application Completion SIGNATURE REQUIRED - By signing this document:

1. I, we, or legally Authorized Representative (Broker Producer, Agent, etc.) on behalf of client, (hereinafter referred to as Applicant) hereby apply to HPN for coverage now being offered to the Eligible persons in this application. Applicant understands that this application for coverage is subject to acceptance by HPN and that if an Agreement is issued, services will be available subject to the terms, exclusions, limitations and benefits described in the HPN Agreement of Coverage (AOC) and the applicable Attachment A Benefit Schedule and any applicable Endorsements, Riders and Attachments thereto.
2. Applicant attests they are not eligible and/or enrolled in Medicare Part A and/or Part B at the time of this application.
3. Applicant understands they are entitled to a copy of this form.
4. Applicant understands if they are not satisfied for any reason or if the premium rates are not acceptable, within ten (10) days of receiving the AOC, they may return the AOC materials and request a full refund of the premium paid, less any claims paid, if applicable.
5. Applicant understands that if they perform an act or practice that constitutes fraud or make any intentional misrepresentation of material fact, HPN has the right to rescind coverage and declare coverage under the Plan null and void as of the original Effective Date of coverage and refund any applicable premium.

[Return to Table of Contents](#)

Applications/Quoting Individual

Scroll down under **Acknowledgments** and **Application** to sign.

applicable Attachment A Benefit Schedule and any applicable Endorsements, Riders and Attachments thereto.

2. Applicant attests they are not eligible and/or enrolled in Medicare Part A and/or Part B at the time of this application.
3. Applicant understands they are entitled to a copy of this form.
4. Applicant understands if they are not satisfied for any reason or if the premium rates are not acceptable, within ten (10) days of receiving the AOC, they may return the AOC materials and request a full refund of the premium paid, less any claims paid, if applicable.
5. Applicant understands that if they perform an act or practice that constitutes fraud or make any intentional misrepresentation of material fact, HPN has the right to rescind coverage and declare coverage under the Plan null and void as of the original Effective Date of coverage and refund any applicable premium.
6. Applicant understands that the payment submitted with this application will be processed at the time of approval and policy issuance.

Applicant represents that all statements and answers in this application are true and complete to the best of their knowledge. Applicant agrees that this shall be the basis of the acceptance of membership. Applicant understands when information provided to HPN in this application is determined to be untrue, inaccurate, or incomplete, in lieu of termination of coverage, HPN shall have the right to retroactively adjust past premium payments to the maximum rate allowed that would have been billed if such untrue, inaccurate, or incomplete information had properly been provided. If the revised premium rate is not received by HPN within thirty (30) days of the letter of notification, coverage will be terminated as of the paid-to date.

Applicant understands that Nevada requires specific authorization from the applicant agreeing to arbitration. If Applicant is dissatisfied with the findings of an Independent Medical Review, Applicant shall have the right to have the dispute submitted to binding arbitration before an arbiter under the commercial arbitration rules applied by the American Arbitration Association.

If an Authorized Representative is completing this application on behalf of a client, the Authorized Representative understands and hereby attests that they have written authorization from their client to apply for health insurance coverage on behalf of their client. The Authorized Representative further attests that such written documentation will be made available to HPN upon request.

Applicant/Authorized Representative:

*=required

*Broker Signature:

Signature Date: 11/5/2024
Date of Birth: 1/1/1976

WARNING: It is unlawful to knowingly provide false, incomplete, or misleading facts or information to an insurance company for the purpose of defrauding or attempting to defraud the company. Penalties may include imprisonment, fines, denial of insurance and civil damages. Any insurance company or agent of an insurance company who knowingly provides false, incomplete, or misleading facts or information to a policyholder or claimant for the purpose of defrauding or attempting to defraud the policyholder or claimant with regard to a settlement or award payable from insurance proceeds shall be reported to the Division of Insurance.

By clicking "I Agree" and signing above I am indicating my intent to electronically sign this application and warrant that all of the information provided is true, complete and accurate.

[Return to Table of Contents](#)

Applications/Quoting Individual

After you sign in, you will be redirected to the **Payment** page.

Follow the directions to complete payment.



The screenshot displays the HPN/SHL Broker Portal interface. At the top, it features the logos for Health Plan of Nevada and Sierra Health and Life, both identified as UnitedHealthcare Company. The main navigation bar includes links for Partner Home Page, Individual & Family (which is currently selected), Associations, and Pended QLE Apps. Below this, the page title is 'Individual Application'. The status message indicates that the application is complete with an effective date of 1/1/2025 and a member ID of 240076255. Two buttons are visible: 'Recurring Payment' and 'Start new application'. A blue link below the buttons provides instructions on how to set up autopay. A paragraph of text explains that once the member ID is obtained, users can enroll in One Pass and access the online member center. At the bottom, there is a 'View ID Card' section with a link to view the ID card now, accompanied by a PDF icon and the filename '1-1E33B8L_11052024111829AM.pdf'.

[Return to Table of Contents](#)

Applications/Quoting Individual

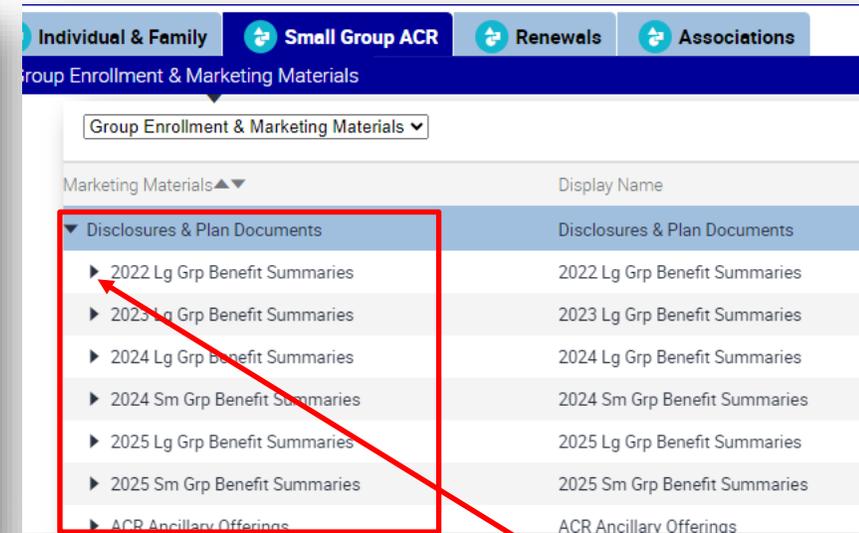
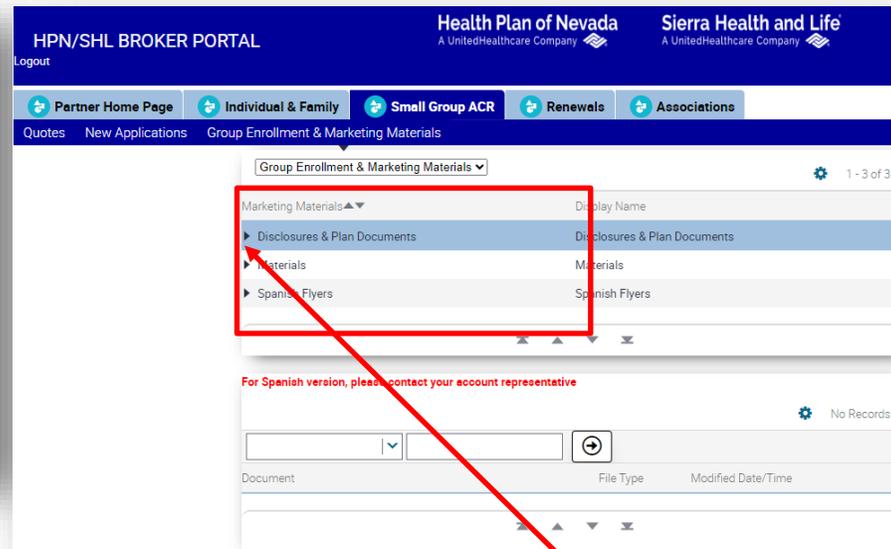
Off Exchange Qualifying Life Event/Special Enrollment Period		
Qualifying Life Event	Supporting Documentation	Effective Date
Loss of coverage	<p>Copy of document showing loss of coverage from prior insurance carrier or former employer on business letterhead. Acceptable documents include but are not limited to the following:</p> <ul style="list-style-type: none"> • Recent billing statement • Health plan ID cards • Certificate of Credible Coverage • COBRA termination letter • Death certificate (if applicable) • Medicare/social security card (if applicable) • Renewal letter • Medicaid loss of coverage letter • Military Discharge papers indicating last date of coverage 	<p>If application is received up to 60 days prior to date of loss of coverage, effective date will be the date of action of the loss (i.e., LOC is 4/15, effective date will be 4/16). If application is received up to 60 days after date of loss of coverage, effective date will be the first of the month following date of receipt of completed application and supporting documentation.</p> <p>Supporting documentation must be received within 60 days of the qualifying event. If supporting documents are not received within the month of the event, first of the subsequent month following received date applies.</p>
Birth/adoption/ placement	<ul style="list-style-type: none"> • Birth certificate • Hospital records • Pediatrician records • Crib card • Copy of legal adoption order or court appointed guardianship • Marriage/domestic partnership certificate required for children of spouse/domestic partnership 	<p>Coverage begins on the date of event.</p> <p>Documentation must be received within 60 days of the qualifying life event.</p>
Marriage/domestic partnership/divorce/ legal separation	<ul style="list-style-type: none"> • Certificate of marriage • Certificate of domestic partnership • Divorce decree • Legal separation agreement • Applicable court documentation 	<p>Coverage begins on the first day of the month following the date of the event.</p> <p>Supporting documentation must be received within 60 days of the qualifying event. If supporting documents are not received within the month of the event, first of the subsequent month following received date applies.</p>
Permanent move to service area	<p>Proof of prior residency (state ID or driver's license) in addition to the following:</p> <ul style="list-style-type: none"> • Most recent utility bill (i.e., water, gas, electric, phone or internet) • Recent school enrollment or report cards • State ID, driver's license or vehicle registration • Statement from financial institution • Deed of ownership from the Recorder's Office • Lease agreement, mortgage statement, etc. • Copy of old and new passport • Moving company contract with old and new address • Change of address filed with the post office showing old address and new address 	<p>Coverage begins on the first day of the month following the date of the event. Documentation must be received within 60 days of the qualifying life event.</p> <p>NOTE: This list is not intended to be comprehensive of all qualifying events. Supporting documentation must be received within 60 days of the qualifying life event (unless noted).</p>

The image features a dark blue background with several white geometric shapes. On the left, there are three overlapping, upward-pointing chevron-like shapes. On the right, there are three overlapping, downward-pointing chevron-like shapes. The text 'Marketing Materials' is positioned in the lower-left quadrant of the image.

**Marketing
Materials**

Group Marketing Materials

Click **Group Marketing Materials** on the Partner page to see marketing materials.



Click on the left arrow next to the **folder** you want to see. Then click the left arrow next to the **sub-folder**. Scroll down to view and download the documents within that sub-folder.

Individual Marketing Materials

Click **Individual Marketing Materials** on the Partner page to see marketing materials.

HPN/SHL BROKER PORTAL
Logout

Partner Home Page Individual & Family Sme

Home

Information Center

Quick Links

- Get Individual Quote
- **Individual Marketing Materials**
- Group Marketing Materials
- Group Renewals

HPN/SHL BROKER PORTAL
Logout

Health Plan of Nevada
A UnitedHealthcare Company

Sierra Health and Life
A UnitedHealthcare Company

Partner Home Page **Individual & Family** Small Group ACR Renewals Associations

Individual Application Individual Enrollment & Marketing Materials

Individual Enrollment & Marketing Materials 1 - 2 of 2

Marketing Materials▲▼

- ▶ Materials
- ▶ Plan Documents

For Spanish version, please contact your account representative

No Records

Document	File Type	Modified Date/Time
----------	-----------	--------------------

The image features a dark blue background with several white geometric shapes. On the left, there are three overlapping, upward-pointing chevron-like shapes. On the right, there are three overlapping, downward-pointing chevron-like shapes. The text 'Additional Information' is positioned in the lower-left quadrant of the image.

**Additional
Information**

Contact Us



Individual Sales

If you have questions about a new client or existing member, call us at **702-821-2200**, option **2**.

Group Services (Individual Services team)

For questions about a member's billing, payments or to request a reinstatement, call **702-242-7764**, option **1**, or email IndividualServices@uhc.com.

Member Services Dedicated Broker Line

If you have questions about a member's eligibility or covered benefits, call **702-242-3070** for questions.

Commissions

If you have questions about your commissions, call **702-242-7575**, option **4**, or email GroupServicesCommissions@uhc.com.

Health Plan of Nevada and Sierra Health and Life Websites

Our websites feature an **I NEED HELP WITH** menu with frequently asked questions and health plan forms. Members can also find our online provider directory and drug lists at **HealthPlanofNevada.com** or **SierraHealthandLife.com**.

Online Member Center



Visit HealthPlanofNevada.com or SierraHealthandlife.com and sign in. All subscribers and their dependents age 14 and older may register for an account. If the member is under 13, contact Member Services for assistance.

Members can use the online member center to:

- Find a doctor/provider. Select **Care Options** and then select **Find a Doctor**.
- Renew their Off Exchange individual plan during open enrollment.
- Set up online invoicing and automatic payments.
- Print their health plan ID card.
- Review or update primary care provider (PCP).
- Track claim history and expenses.
- Understand their pharmacy benefits.
- Review their plan documents.
- Access wellness and online instructor-led classes.
- View or download a member guide.

[Return to Table of Contents](#)

On Exchange Information

▶ On Exchange (Nevada Health Link)

On Exchange members must contact Nevada Health Link directly to renew or make changes to their policy, either by visiting **NevadaHealthLink.com** or by calling toll-free **1-800-547-2927**.

What to report to Nevada Health Link:

- Changes in income
- Plan changes during a special enrollment period or open enrollment
- Terminations
- Dependent add/terminations (includes newborns) (Dependent children can remain on the parent's policy until the end of the plan year in which they turn 26)
- Address changes
- Name changes
- Broker of record changes (member must request)

For billing and payment questions, please have them call Individual Services at **702-242-7764**, option **1**.



Thank you!

If you have questions, please contact your
HPN/SHL sales representative.