

Welcome to OptumCare® Network of Nevada

OptumCare Network of 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 OptumCare patients.

Eligibility

OptumCare currently has exclusive contracts with the participating plans listed below for patients in Clark, Lyon, Mineral, Nye and Washoe counties.

Patients can take advantage of what OptumCare Network of Nevada has to offer if they select a primary care physician from the OptumCare network, and they have coverage through one of the listed participating Medicare Advantage plans.

Participating plans

UnitedHealthcare AARP® MedicareComplete® (HMO)
UnitedHealthcare AARP® MedicareComplete® Premier

Starting January 1st, 2019:

UnitedHealthcare Medicare Focus (HMO)



Anthem MediBlue Coordination Plus (HMO)
Anthem MediBlue Plus (HMO)

Referrals

As of January 1, 2019 OptumCare Network of Nevada members need a referral from their Primary Care Physician or Contracted Specialist to see any other providers in the plan's network, such as specialists, hospitals, skilled nursing facilities or home healthcare agencies.

Submitting a claim

For electronic submissions, use payer ID: LIFE1

For paper submissions, use
Attention: OptumCare Claims
P.O. Box 30539
Salt Lake City, UT 84130

Electronic funds transfer (EFT)

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

To continue receiving your OptumCare payments electronically, please register for free ERA/EFT through InstaMed.

Phone: 1-866-945-7990

Online: instamed.com/eraeft

OptumCare Provider Portal

Use the OptumCare Provider Portal, to access eligibility, prior authorization and claims information in real time and the referral lookup tool. Register for your account access at:

Online: secure.optumcare.com/Provider/Account/register

Provider Data Changes & OptumCare Website

To submit changes to provider data, utilize the Provider Data Changes form on the OptumCare website. You'll also find other important forms and many other resources online.

Online: <https://professionals.optumcare.com/>

OptumCare service centers

Phone: 855-893-2297. Advocates are available to answer questions Monday–Saturday, 8 a.m.–8 p.m.

OptumCare community center

For more information on classes and events at OptumCare community centers, visit our patient website.

Online: <https://smaiv.com/en/our-services/senior-care/SMA-lifestyle-centers.html>

The SMA Lifestyle Center – East

5820 S. Eastern Ave., Suite 100

Phone: 702-797-2353

Hours: Medical services: Monday-Friday, 7 a.m.-5 p.m.
Social clubs: Monday-Friday, 8 a.m.-5 p.m.

The SMA Lifestyle Center – West

8680 W. Cheyenne Ave.

Social club: 8570 W. Cheyenne Ave., Suite 105

Phone: 702-750-3425

Hours: Medical services: Monday-Friday, 7 a.m.-5 p.m.
Social clubs: Monday-Friday, 8 a.m.-5 p.m.

Laboratory – Quest Diagnostics

Phone: 702-733-3700

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

Behavioral health – Optum Behavioral Health

Phone: 1-800-579-5222

Online: liveandworkwell.com

Durable Medical Equipment – Northern NV

Preferred Home Care DME

Phone: 775-825-8644

Bennet DME

Phone: 775-329-0799

Durable Medical Equipment – Southern NV

Preferred Home Care DME

Phone: 702-951-6900

Fax: 702-951-6904

Infusion & Injectable Medications – Northern NV

Walgreens Home Infusion

Phone: 775-828-8200

Infusion & Injectable Medications – Southern NV

Southwest Medical Home Medical Equipment and Pharmacy for infusion and injectable medications:

Phone: 702-796-1016

Rx Fax: 702-796-0818

DME Fax: 702-242-7703

Home health care – Professional Healthcare Network (PHCN)

(includes nursing, PT/OT/ST, social work, aide)

Phone: 602-395-5100

Fax: 480-359-3834

Note: Referral forms for home health services can be found on the OptumCare website:

Online: <https://secure.optumcare.com/Provider/Account/LogOn>

Home health care – Southwest Medical Home Health

Phone: 702-383-0887

Note: Referral forms for home health services can be found on the OptumCare website:

Online: <https://secure.optumcare.com/Provider/Account/LogOn>

Resource Coordination Center

The OptumCare Resource Coordination Center manages OptumCare Network of Nevada patient population during care transitions when they are most vulnerable. We open doors to providing clinical expertise to our patients through our community programs, valuable resources and our clinical team. For more information, please contact the RCC.

Phone: 1-877-512-9339

OptumCare Primary Care Neighborhood Program

The Neighborhood program offers long-term care to eligible patients through a comprehensive healthcare team that includes an MD, Nurse Practitioner, RN Case Manager, Medical Assistant and a social worker. The program is designed to reduce hospital admissions and ensure the needs of patients with complex diagnoses are being met. There are four neighborhood care locations. Admitted patients are assigned to the location closest to their home.

Southwest Medical, Nellis Healthcare Center –**APRN's Pam Bellows & Savneet Shroff**

540 N. Nellis Blvd.,

Las Vegas, NV 89110

Phone: 702-877-5199

Southwest Medical, Oakey Healthcare Center – Dr. Flores, MD

4750 West Oakey Blvd.,

Las Vegas, NV 89102

Phone: 702-877-5199

OptumCare Primary Care at Del Webb – Dr. Victor Muro, MD

Optum Care Primary Care

8526 Del Webb Blvd.,

Las Vegas, NV 89134

Phone: 702-724-8880

OptumCare Primary Care at Pecos – Dr. Ivan Arce, MD

OptumCare Primary Care

56 N. Pecos Rd.,

Henderson, NV 89074

Phone: 702-724-8880

Prior Authorizations

Prior authorization is required for certain services based on the patient's benefit plan. For more details, please login to the OptumCare portal:

Online: <https://secure.optumcare.com/Provider/Account/LogOn>

Urgent and routine prior authorization

The portal is the expected method for submitting prior authorizations. For technical difficulties and additional assistance, please contact a customer service advocate at 1-855-893-2297.

Prescription prior authorization

For UnitedHealthCare patients:

Phone: 1-800-711-4555 | **Fax:** 1-800-527-0531

Online: [optumrx.com>health_care_professional>prior_authorizations](https://optumrx.com/health_care_professional/prior_authorizations)

Transplant prior authorization

Phone: 800-773-2710

Additional specialists and facilities

For information on additional OptumCare specialists and facilities, please contact our service center or login to the provider portal.

Online: <https://secure.optumcare.com/Provider/Account/LogOn/>