



PROVIDER GUIDE

Sierra Health-Care Options, Inc. (SHO) is an Administrative Service Organization (ASO) Specializing in PPO network access and utilization management services for Las Vegas area self-funded health care benefit plans.

SHO is the employer-chosen PPO network which maintains contractual relationships with providers for the provision of health care services. SHO has many self-funded clients that access the SHO PPO network. There are also many third-party administrators (TPAs) who administer benefits and pay claims for those self-funded benefit plans.

❖ **SHO does not pay claims or have member's eligibility information for self-funded groups and does not have the capability to receive Electronic Data Interchange (EDI) claims for submission.**

As a participating provider with SHO, it is important to remember that the patient's health plan benefits are determined by the employer and are explained in the Summary Plan Description or Plan Document specific to each group. The health care benefits are administered by the employer's TPA. Medical necessity determinations, including request for prior authorization, are determined by the employer's utilization review company, which may or may not also be SHO.

Questions or concerns regarding a particular administrative service should be directed to the entity responsible for providing such services, the telephone numbers of which are usually found on the back of the patient's insurance card, or through contacting the employer's TPA. This information can also be obtained from the Quick Reference Guide found on this website.

The following tips will help ensure efficient dealing with the SHO clients and their TPAs:

- Always obtain a copy the patient's insurance card at the time of the appointment. The patient's insurance card indicates where to call for eligibility and benefits, as well as where to direct prior authorization requests and where to submit claims.
- Prior to providing services, verify the patient's benefits and eligibility by contacting the patient's TPA.
- Be prepared to take the patient's co-payment or co-insurance at the time of service.
- Make a particular note of the employer for the subscriber in your records and always include the employer's name in your submitted claim form.
- When making referrals, remember to use other SHO PPO providers and review the plan's guidelines regarding prior authorization.

Listed are services by the TPA and SHO.

The Client's TPA can assist with:

- Member's benefits and eligibility.
- Appeal of claims issues.
- Appeal of benefits issues.
- Claim status.

SHO can assist with:

- Provider participation verification.
- TPA and Client Verification.
- Coordination of UM functions for most, but not all, SHO self-funded clients.

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