

When you need care, call your primary care provider (PCP) first.

If your PCP isn't available, it's important to know you have other options.

SHL PPO Members: Please access SierraHealthandLife.com for your plan information.

Copay ¹	Care options	For needs and symptoms such as:	
No Cost	 <p>24/7 advice nurse Care advice from a registered nurse Call 1-800-288-2264, TTY 711</p>	<ul style="list-style-type: none"> Choosing where to get medical care Minor illnesses or injuries 	
No Cost ²	 <p>24/7 virtual visits Video chat with a doctor on NowClinic® \$0 copays apply with most unscheduled NowClinic virtual visits</p>	<ul style="list-style-type: none"> Allergies Bladder infection Bronchitis Pinkeye Sinus infections Viral illnesses 	
	 <p>24/7 urgent care³ Care for non life-threatening but urgent needs</p>	<ul style="list-style-type: none"> Ear infections Colds and other respiratory problems including coughs and congestion Sprains and strains Most abdominal pain Vomiting and diarrhea Most cuts, burns, fevers and back pain 	
	 <p>Urgent care at home⁴ If appropriate, get urgent care that comes to you</p>	<ul style="list-style-type: none"> Migraine headaches Cuts that need stitches and skin infections Urinary tract infections Flu and pneumonia Asthma attacks, COPD and respiratory infections Dehydration, IV placements and IV fluids 	
	 <p>24/7 emergency care⁵ Treatment of the sudden onset of life-threatening needs</p>	<ul style="list-style-type: none"> Serious burns Major trauma Poisoning Serious breathing difficulties Heavy bleeding Severe chest pain Sudden paralysis 	



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

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

¹Actual payments may vary depending upon benefit coverage. The information and estimates provided are for general informational and illustrative purposes only and are not intended to be nor should be construed as medical advice or a substitute for your doctor's care. You should consult with an appropriate health care professional to determine what may be right for you.

²\$0 copays apply with most unscheduled NowClinic virtual visits. Scheduled NowClinic visits may require a copay. Virtual visits may be subject to calendar year deductibles and/or coinsurance according to the member's benefit plan. Copays may also apply for virtual visits with providers not on the NowClinic platform.

³Hours of operation may vary by location.

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

⁵IMPORTANT: 1) Your health plan is not contracted with certain freestanding and hospital emergency rooms. Call your health plan for more information. 2) Some neighborhood hospitals may not have specialists on staff, so you could be transported to a hospital emergency room for complex conditions that require a specialist.

NowClinic® virtual visits are not intended to address emergency or life-threatening medical conditions. Please call 911 or go to the emergency room under those circumstances.

NowClinic services may be covered by some health plans; copays and deductibles may apply. Members under the age of 18 must have a guardian. Contact NowClinic customer support for assistance in enrolling for their account. Customer support can be reached at **1-877-550-1515**.

Health plan coverage provided by Health Plan of Nevada.

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

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

Español (Spanish)


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

Tagalog (Tagalog)

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

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Health Plan of Nevada

A UnitedHealthcare Company 

CCSD
CLARK COUNTY
SCHOOL DISTRICT



CARRY
your health plan
ID card with you

CLICK
MyHPNCCSD.com

CALL
1-877-813-2316,
TTY 711

CONNECT
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