



August 2017

Dear Health Plan of Nevada Member,

## Avoid unnecessary financial surprises in an emergency.

**Things to know before you go!** Make sure the specific facility is contracted with your health plan. Providers in our network offer lower costs and work closely with us to help you get the care you need.

There are a variety of new care centers being promoted in the Las Vegas Valley, such as neighborhood hospitals and freestanding ERs. These types of facilities are not contracted for emergency or urgent care services.

**These facilities\* are currently NOT contracted with your health plan:**

### Dignity Health Neighborhood Hospitals

1550 West Craig Road, North Las Vegas, NV 89032

4855 Blue Diamond Road, Las Vegas, NV 89139

9880 West Flamingo Road, Las Vegas, NV 89147

4980 West Sahara Avenue, Las Vegas, NV 89102 (opening soon)

### Sunrise Health System/Southern Hills Hospital & Medical Center

ER at the Lakes: 3325 S. Ft. Apache, Las Vegas, NV 89117



Making sure you know if the facility is contracted before you receive care is the best way to get care that's right for you and your budget. Compare your options at [myHPNOnline.com/KnowBeforeYouGo](http://myHPNOnline.com/KnowBeforeYouGo).

If you have questions about your benefits, call toll-free **1-800-777-1840**, TTY **711**. If you are unsure where to go for care, call our 24/7 telephone advice nurse toll-free at **1-800-288-2264**, TTY **711**. You can also find these numbers on the back of your health plan ID card.

We appreciate the opportunity to serve you and are committed to helping you make the best use of your health insurance benefits.

Sincerely,

The Health Plan of Nevada Team

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|--|---|--|
| <p><b>Urgent Care</b><br/>Quick care for non life-threatening needs</p>  <p><b>\$</b></p> | <p><b>Hospital Emergency Room</b><br/>Treatment of the sudden onset of life-threatening needs</p>  <p><b>\$\$\$\$</b></p> | <p><b>Freestanding ERs and Neighborhood Hospitals</b><br/>Treatment of serious immediate needs<br/><i>(not attached to a hospital or required to offer trauma care)</i></p>  <p><b>\$\$\$\$\$</b></p> |
|--|---|--|

**If you have a life-threatening situation, call 911 or go to the nearest hospital emergency room right away.**

\*This is not a complete list.

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.