

Optum



Agent guide

Optum doctors and Medicare Advantage

Healthier care for your clients



We specialize in caring for adults age 65+. You specialize in helping your clients find the best Medicare plan for their individual needs. Together, we can improve their health and well-being through quality care that's affordable and within reach.

Who is Optum?

We're a nationwide family of dedicated doctors. We work together to help people live healthier lives, including:

86,000

doctors and advanced
practice clinicians

23 million+

people trust us with their care

4 million +

Medicare Advantage members

600+

clinicians working for our local
primary care providers who
use health care data to give
evidence-based medicine

125+

insurance carrier relationships
offering the most
comprehensive Medicare
plan choices

What does Optum do for your clients?

You want the best for your clients, and we do too

Our doctors don't focus on how many patients they can see each day. Instead, they build deep relationships with each patient. They spend time listening to their concerns and answering all their questions.

Each patient has a care team that works together to create a personalized care plan.

Our goal is to help your clients live healthy, active lives.

Our care model tracks results. It also motivates our doctors to deliver better care.

When we suggest care, it must be justified by one simple standard: your clients' best interests.

Our innovative process uses the latest research and analytics. It delivers the right care for the best health outcomes.

Optum doctors in Nevada care for people age 65+ every day

Medicare Advantage plans are among the most popular and fastest growing in the country.¹ Optum - Nevada is one of the largest providers of care to Medicare Advantage members. We offer personalized, quality care at a cost members can afford. Your clients can visit:



479

primary care doctors



1,785

specialist doctors



229

primary care clinics throughout
the network



23

nationally recognized hospital partners



Patients love us

9 out of 10 patients prefer our doctors²

Optum – Nevada offers award-winning health care services

Our excellent service and quality lead to awards for our patient care programs. This includes urgent and specialty care, social workers and preventive and wellness services.



Southwest Medical Hospice
Care 4 stars³



**America's Best Ambulatory
Surgery Centers 2023⁴**



**Certified Breast Cancer Seal
of Excellence⁵**

Client support that's personalized, compassionate and convenient

We give your clients health care services when and how they want it:

- 24/7 telephone advice nurse line for answers to health questions. Call **1-877-512-9339**, TTY **711**.
- FollowMyHealth to make appointments, message their doctor, check labs, ask for medication refills and more.⁶ Visit **optumcare.followmyhealth.com/login/home/index**



Beginning in December, FollowMyHealth will be moving to MyChart. Scan the QR code to learn more about when we're moving to MyChart and what your clients can expect.

- Preventive care coordination to schedule preventive and wellness screenings or help with other needs. Call **1-800-609-3812**, TTY **711**.
- 24/7 quick care video visits with NowClinic[®]. They can have a video appointment with a health care provider 24/7. Visit **nowclinic.com**
- At-home visits and urgent care visits with Doctoroo[®] and DispatchHealth[®] for non-emergency issues. This includes common illnesses like a fever or cough.
 - **Dispatch Health**
 - If your client lives in southern Nevada, call **1-702-637-1664**, TTY **711**.
 - If your client lives in northern Nevada, call **1-775-387-2919**, TTY **711**.
 - **Doctoroo**
 - Call **1-888-888-9930**, TTY **711**.
- Senior priority express line to help get the care they need, even same-day appointments. Call **1-702-877-5088**, TTY **711**. This line is open Monday to Friday, 7 a.m. to 8 p.m., and Saturday and Sunday, 7 a.m. to 5 p.m.
- Southwest Medical direct email for help with health-related questions. Email **amsm@optum.com**

Featured specialties



Optum Cancer Care

Optum Cancer Care helps patients with compassionate care and has one of the only in-house tumor boards in Las Vegas. They always look to provide innovative care through clinical trials and medicines. Visit the website at [optum-cancer.com](https://www.optum-cancer.com)



Optum Breast Care

Optum Breast Care helps guide patients through the entire breast cancer process. They have many care options for each patient's illness, personal goals and overall health. See page 7 for more information.



Optum Allergy

Optum allergists care for immune-related illnesses. They help give patients the right care plan to ease their symptoms. Visit the website at [lungandallergy.com](https://www.lungandallergy.com)



Optum Pulmonology

Optum lung specialists focus on issues that affect the lungs. They work to help patients breathe easier and live stronger.



Hospice and palliative care

Optum Palliative Care and Southwest Medical Hospice Care work together to support patients and their families. They care for patients with serious or end-stage illnesses. They have resources to help improve a patient's quality of life. Visit the website at [smalv.com](https://www.smalv.com)



Urology Specialists of Nevada (USONV)

USONV is one of the largest urology practices in southern Nevada. They offer advanced surgical operations and care for patients. Visit the website at [usonv.com](https://www.usonv.com)

Breast care

Women are strong and powerful individuals who fight for what they believe in and for those they love. We empower women with the tools and support needed to fight cancer. Facing breast cancer can be stressful on the body and the mind. Our breast cancer care team helps women with the various challenges that come with breast cancer. We work with patients to create a personalized care plan. Our approach to medicine and cancer care is multidisciplinary. That means we think about how care affects energy levels, emotions and diet. Our compassionate team is here to support each patient every step of the way. We strive to help women and their loved ones throughout their entire care journey from diagnosis to recovery. We also offer patients and their families a wide range of resources. That includes help finding support groups, paying for care and more.

We put patients first by:

- Providing diagnostic mammograms and ultrasounds with same-day results
- Making sure any needed imaging is done at the same appointment
- Using upright stereotactic mammography so all patients can get diagnostic testing
- Offering extra support, like social services and palliative care
- Enlisting the tumor board of 30 physicians for hard cases, which is the only in-house program in Las Vegas

Optum Breast Care has been recognized as a Certified Quality Breast Center of Excellence. It's the highest recognition by the National Quality Measure for Breast Centers.



Schedule a consultation

For any cancer-related conditions, make an appointment by calling

1-702-724-8787, TTY 711

Monday–Friday, 8 a.m.–5 p.m.



Your client's annual wellness visit

The annual wellness visit (AWV) is important for your client. It's an appointment that's all about them. Their doctor will talk about how to keep them well, and they'll work with your client to create a care plan.

What happens at your client's annual wellness visit?



Set health goals



Go over how their medicines are working



Talk about any changes in thinking and day-to-day life



Look at health tests or screenings they may need

A yearly visit helps the doctor see changes in your client's health. And it's at no cost to them.

What can you do to help your client?

Once you enroll your client, the next step is to help them get their AWV scheduled. To do this, please call the broker priority scheduling line at the number below.



Broker priority scheduling line

1-702-243-4608, TTY 711

Monday-Friday, 8 a.m.-5 p.m.

Featured services for members

Optum community centers

Our centers are where those age 55 and older can stay active, be healthy and make friends. Your client can enjoy classes for fitness and mental health as well as games. There are also social spaces to sip coffee and chat with friends. Classes are offered at no extra cost to your client.

When your client visits an Optum community center, they'll feel right at home. They'll have fun and get healthier.



Scan the QR code to view upcoming classes and events.

Optum Community Center – East

5820 S. Eastern Ave., Ste. 100, Las Vegas, NV 89119

1-702-797-2376, TTY 711

Optum Community Center – West

8680 W. Cheyenne Ave., Las Vegas, NV 89129

1-702-677-3055, TTY 711

Medicine on the Move

The Optum Care Medicine on the Move is a 45-foot advanced mobile medical center. Medicine on the Move allows your client to get the health care they need without going too far from home. Just like at a doctor's office, it has a waiting area, exam rooms and a supportive care team. Medicine on the Move also has most of the same services as a doctor's office, such as:

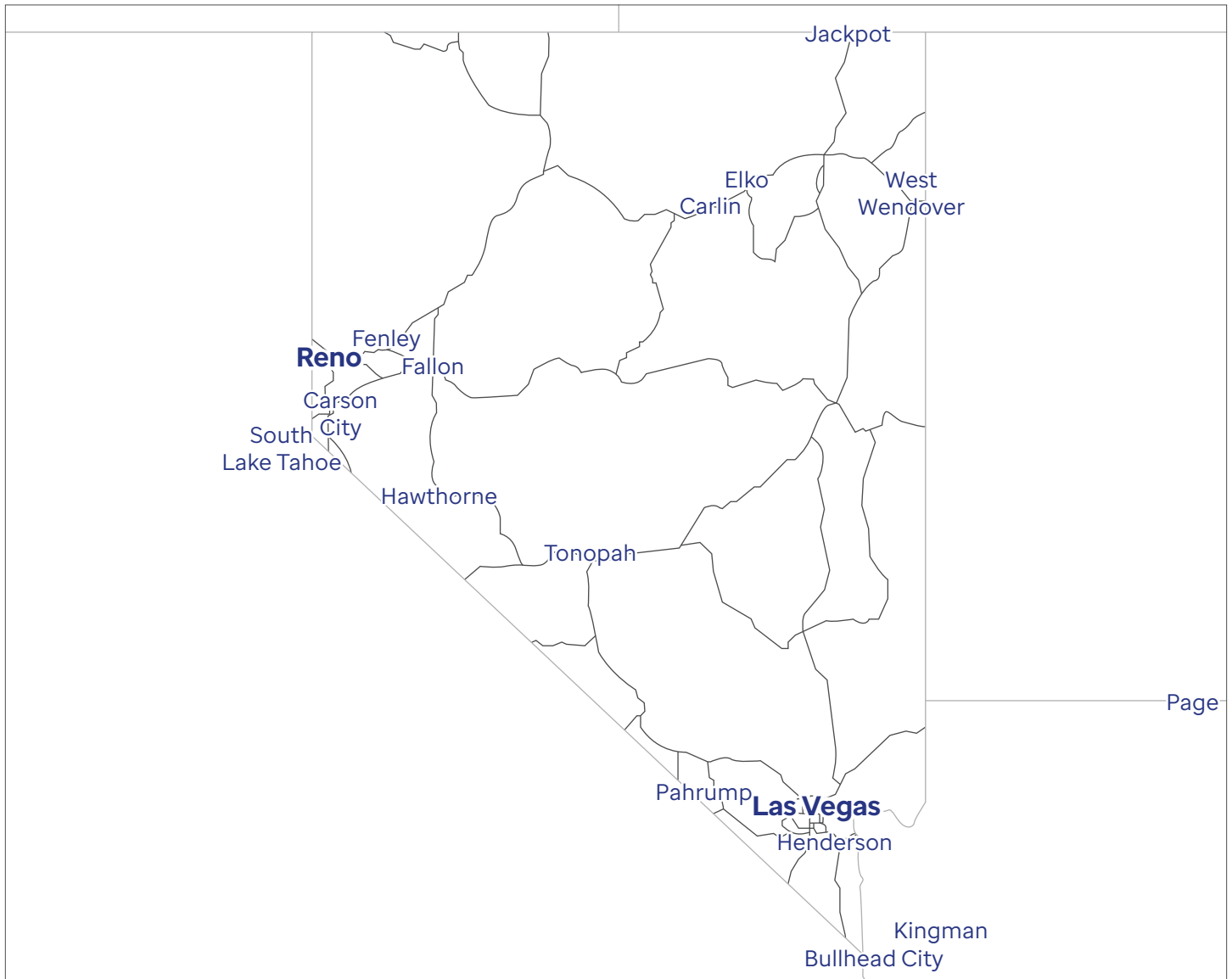
- Annual wellness screenings
- Basic lab tests and X-rays
- Ultrasounds
- Sick visits
- Mammogram screenings
- Vaccines (shots)

To find out when Medicine on the Move will be in your client's area or to make an appointment, call **1-702-933-1383, TTY 711.**

Service area

We offer care for Nevada and select places within California and Arizona.

The Optum network family is ready to be there for your clients as their partner in health.



To learn more about Optum service areas, accepted health plans and affiliated hospital network, scan this QR code.



Lower cost with Medicare Advantage

Medicare
Advantage can
save your client up
to 40% compared
to Original
Medicare.⁷



Accepted health plans

To see a doctor who's part of the Optum network, your client should first check with their health plan. In Nevada, the following plans are part of the Optum network:

- AARP® Medicare Advantage Walgreens Plan 1 (HMO)
- AARP Medicare Advantage Premier (HMO)
- UnitedHealthcare® Medicare Advantage Assist (HMO C-SNP)
- UnitedHealthcare Dual Complete (HMO D-SNP)
- AARP Medicare Advantage Choice (PPO)
- AARP Medicare Advantage Patriot (PPO)
- AARP Medicare Advantage Walgreens Plan 2 (PPO)
- AARP Medicare Advantage (HMO)
- UnitedHealthcare Medicare Advantage Focus (HMO)
- AARP Medicare Advantage Plan 1
- AARP Medicare Advantage Plan 2
- HumanaChoice® H5216-037 (PPO)
- HumanaChoice H5216-039 (PPO)
- HumanaChoice H5216-141 (PPO)
- HumanaChoice H5216-194 (PPO)
- Humana® Honor (PPO)
- HumanaChoice H5216-281 (PPO)
- HumanaChoice SNP-DE H5216-30 (PPO D-SNP)
- Humana Gold Plus H6622-028 (HMO)
- Humana Gold Plus - Diabetes and Heart (HMO C-SNP)
- Humana Gold Plus Lung (HMO C-SNP)
- Humana Gold Plus H6622-056 (HMO)
- Humana Gold Plus H6622-075 (HMO)
- Humana Gold Plus SNP-DE H6622-079 (HMO D-SNP)
- Humana Gold Plus H6622-082 (HMO)

After your client has picked a plan and network, they can choose an Optum primary care provider. Note that plans may vary and/or change



For a full list of update plans, scan the QR code.



Working together to improve health, one client at a time

Thank you for supporting Optum. Your support ensures your community has great doctors and high-quality, affordable health care.

What we ask of our partners

Your role is key to helping our patients find quality care and coverage. We depend on you to:

- Have an in-depth knowledge of Medicare Advantage.
- Understand the Optum network and value proposition.
- Always put the patient first while offering white-glove service.
- Take part in Optum events to better understand our model. This also helps to strengthen your relationship with Optum providers near you.
- Use Optum tools and resources to serve your clients to the best of your ability.

Our commitment to you

At Optum, we believe you're a vital extension of our team. We're committed to investing in your success. Here's how:

“Always on” customer service

As an extension of our team, we support you with any needs or questions you have.

Marketing tools and lead generation

We provide the marketing support you need and help you generate leads.

Provider relationship development

We help you strengthen relationships with key providers near you. We do this through our provider communications and on-site engagement.

Consumer and industry insights

Get the latest consumer and industry trends from our Optum Insights team. They'll help you grow your business.

Partner recognition program

Be featured in our national provider and broker communications.

Meet the Nevada team

We're here to help. Get access to onboarding for your clients, local marketing support and shareable educational and sales materials to help grow your business. If you have questions or need additional resources, reach out to a member of our team.

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President and CEO, NV

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Julissa Ontiveros

Patient Liaison, NV

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Phone: 1-702-848-3268, TTY 711

Nevada broker resources

We know how hard you work to make sure your clients are happy. If you have any questions or feedback that would help us better serve you, please call us at the numbers listed below. You can also visit the broker website to view new and helpful resources.

Broker priority scheduling line: **1-702-243-4608, TTY 711**, Monday–Friday, 8 a.m.–5 p.m.

Broker support line: **1-702-242-HELP (4357), TTY 711**

Senior priority line: **1-702-877-5088, TTY 711**

optumbrokerportal.com

If your clients need more help, they can email the advocate help line at **mahelpnevada@optum.com**



Scan the QR code to see the
2024–2025 Optum – Nevada Provider Directory.



optum.com

1. Better Medicare Alliance. State of Medicare Advantage 2021. bettermedicarealliance.org/wp-content/uploads/2021/05/BMA-State-of-MA-Report-2021.pdf. Published May 2021.
2. Press Ganey patient satisfaction survey results using the Med Practice Survey tool for patient visits from July 1, 2019 to June 30, 2020 (n= 217,377 patient surveys). Data is only for Group / Employed Providers for Optum and Optum Care branded clinics.
3. medicare.gov/care-compare/details/hospice/291502?id=91b67816-4df0-4a24-90cb-56df26ac9713&city=Las%20Vegas&state=NV&zipcode=89138
4. newsweek.com/rankings/americas-best-ambulatory-surgery-centers-2023
5. nqmbc.org/certification/current-certified-centers-list.cmsc
6. Once signed up, your client can use this tool for any Southwest Medical doctor they've already seen in adult medicine.
7. UnitedHealth Group. New research finds beneficiaries with Medicare Advantage spend less than those in Medicare fee-for-service. unitedhealthgroup.com/newsroom/2020/2020-01-21-new-research-ma-ffs.html. April 8, 2021.

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