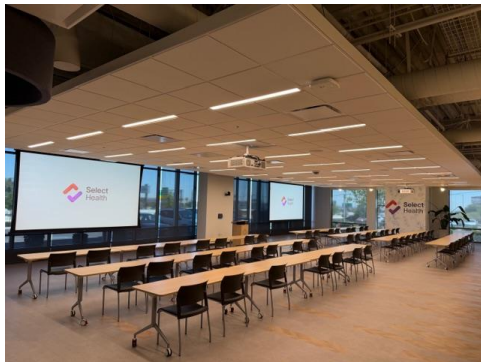


# AGENDA

- **Welcome / Introductions**
- **Provider Roster Management and Credentialing Best Practices**
- **Overview of Member Services Department**
- **Steinberg Diagnostic Medical Imaging**
- **Silver & Fit**
- **Other Updates and Information**
- **Q & A**

# Select Health Nevada | Community Space



*Our space is your space.*

- Healthcare Leaders Association monthly meetings
- Kidney Specialists of Southern Nevada staff meeting
- Vegas Strong - The Memorial

And many more...

**How could your organization use this space to help our community?**

- Provider health-focused presentations to patients.
- Patient support groups
  - **Includes, classroom or theatre style seating for 80**
  - **Up to 150 people can be accommodated with rental tables and chairs**
  - **State of the art audio and video system**





Select  
Health

# Provider Roster Management and Credentialing Best Practices

# Credentialing Process



## Initial Submission and Review

Providers submit Join Our Panel forms online; Select Health reviews submissions to ensure completeness.  
(2-3 weeks)



## Credential Verification

Applications are verified by CertifyOS over two weeks, confirming credentials, licenses, and documents.  
(2-3 Weeks)



## Committee Approvals

Credentialing and Practitioner Panel Strategy Committees review and approve applications.  
(2-4 weeks)



## Contracting and Onboarding

Providers receive, sign PPSA; countersigned by Select Health; onboarding completed with welcome email and directory listing.  
Process Complete.  
(8-12 weeks)

# Updating and Attesting Data in CAQH

## Data Review and Update

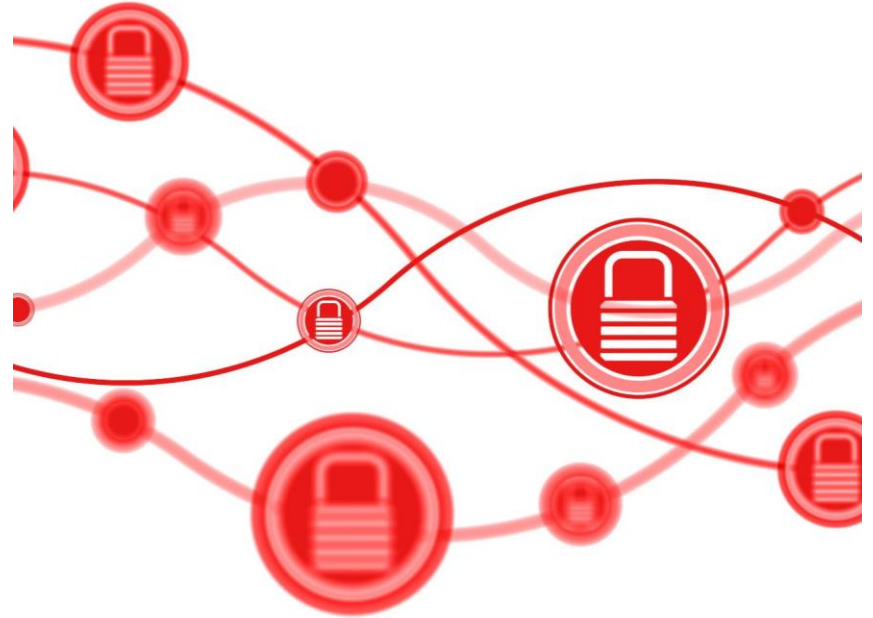
Regularly review and update all relevant data in CAQH to ensure accuracy and compliance.

## Current Information

Maintain current information, including license(s) and insurance documentation, as well as contact information, in your CAQH profile.

## Authorization Notification

Look out for notifications from CAQH to grant permission to Select Health for access to your application. For Global Authorization profiles you won't get a notification.



# Common Challenges and Key Tips

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## Outdated Profiles

Outdated CAQH profiles lead to incomplete or inaccurate verification information causing delays.

## Missing or Expired Documents

Missing attestations and expired licenses or insurance documents halt credentialing progress.

## Incorrect Information

Incorrect board certification details and contact info contribute significantly to process delays.

## Communication Failures

Outdated email addresses prevent receipt of notifications, risking missed deadlines or termination.

# Don't have access? This is what you need!

## Request Access

Obtain access in two easy steps:

1


Step 1: Fill out both forms.

 Login Application

 Information Technology Service Agreement (ITSA)

2

Step 2: Email forms to Select Health.

 [providerwebservices@selecthealth.org](mailto:providerwebservices@selecthealth.org)



The image shows two overlapping forms. The top form is the 'INFORMATION TECHNOLOGY SERVICES AGREEMENT (ITSA) Between Select Health and HCO'. It includes instructions, a 'REQUIRED' section, and a 'QUESTIONS?' section. The bottom form is the 'Select Health Secure Provider Tools: Login Application'. It includes instructions, a 'PLEASE PROVIDE THE FOLLOWING INFORMATION' section, and a 'CONTACT INFORMATION' section. Both forms have fields for name, address, phone, fax, and email.

# Provider Benefit Tool

Check member benefits, ID cards, claims status and more in seconds!



**Patient Name**  
**POWERTRAILONE XZTEST\*** ← **Members Name**

**Member is currently in a premium grace period** ⓘ

**Patient ID** **SSN** **Date of Birth** **Gender** **Relationship to Subscriber**  
**802101026-00** **----7575** **10/10/1992** **F** **Subscriber**

**DOB** ←

COVERAGE	PLAN	ELIGIBILITY PERIOD
MEDICAL	SELECT HEALTH VALUE	✓ 01/01/2026 - PRESENT

← **Eligibility Confirmation**

**Subscriber Name**  
**POWERTRAILONE XZTEST**

**Subscriber ID** **SSN** **Phone**  
**802101026** **----7575** **(801) 442-5779**

**Group**  
SELECTHEALTH - FFM UTAH INDIVIDUAL GROUP

**Address**  
5731 GREEN ST, SALT LAKE CITY, UT 84124

# Provider Access Point

The Provider Access Point offers a variety of tools, forms, and resources available to users.



# HOW WILL YOU USE THE PROVIDER ACCESS POINT?

## **ADD NEW PROVIDERS**

Keep your provider roster up to date!

Add providers to your contract as they join your organization.

## **OPEN AND VIEW SUPPORT TICKETS**

- Application Requests
- Claims Denials
- Contract Status
- Credentialing Status
- Effective Date
- Fee Schedule Request
- Provider Panel Status

## **CHANGE PROFILE INFORMATION**

- Change billing/remit, phone, email, suite, clinic
- Additional office information
- Change primary contact information





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# Desert Region Member Services

# Vegas Operations Team



**Carsen Chadwick**

Operations Director

Las Vegas



**Maegan Reyes**

Premium Billing  
Supervisor



**Tonya Zekanovic**

Pharmacy Operations  
Supervisor



**Samantha Chacon**

Receptionist and Office  
Support

# Select Health Las Vegas



# What We Offer You



## Simple & Supportive

Select Health is committed to creating a simpler, more supportive health insurance experience.



## We Guide the Way

Whether someone needs a routine checkup or help managing a chronic condition, we're here to guide the way.



## Affordable & Flexible

Employers rely on us for plans that balance affordability, flexibility, and comprehensive coverage.



## Seamless Experience

We work closely with HR teams to create a seamless experience for both employees and administrators.



# Member Services

Phone Hours: Mon-Fri from 8am to 5pm

In Office Support 9 am to 5 pm

Provider #: 800-222-6358



Member Experience

# Real People



## Member Services

Fast, expert help with benefits, claims, coverage, and care—with most calls answered in under 30 seconds.

- Real-time support via web chat
- Fast claims help and reprocessing
- Warm handoffs to the right resources
- Cost estimates before care
- Guidance to get the most from your benefits
- Alerts for important health updates





# Pharmacy Services

Phone Hours: Mon-Fri  
from 8am to 5pm

In Office Support 9 am to 5 pm

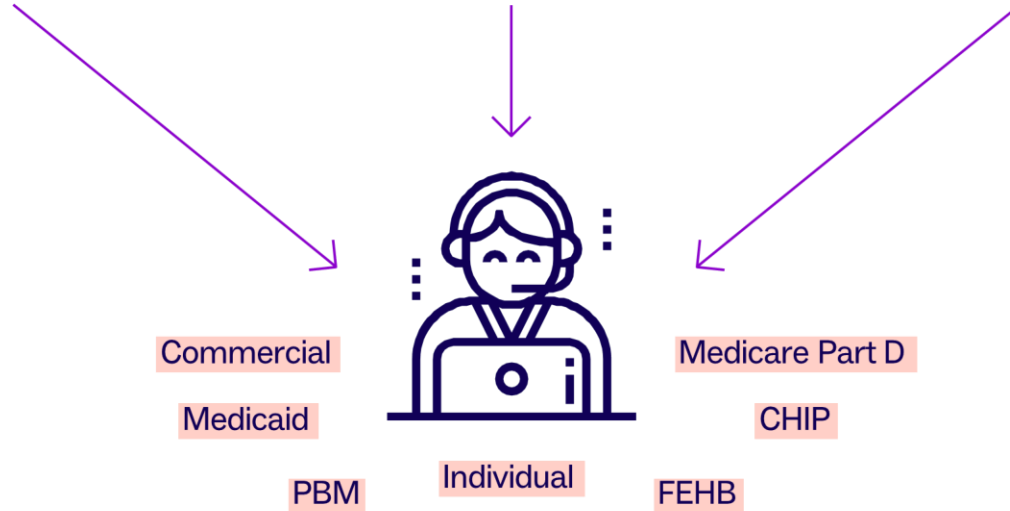


# Pharmacy Benefit Specialist Role

Provider contacts caregiver to initiate PA or request alternative medication.

Member contacts caregiver with questions about prescription benefits.

Pharmacy contacts caregiver with questions about rejections and payments.



# The Types of Calls We Take

## Benefit / Coverage Questions

- Drug coverages and requirements
- Plan benefits
  - Deductibles and out-of-pocket maximums
  - Copays and coinsurance



## Claims Issues

- Potential reimbursement situations
- Need assistance troubleshooting rejected claims at the pharmacy

## Prior Authorizations

- Helping providers start a PA
- Checking the status of an existing PA

# Premium Billing

- In person and over the phone payments.
- Help reconciling monthly payments.
- Answering questions regarding new enrollments or changes.



# Thank You.

- We look forward to supporting your goals and your members
- Let us know how we can make your next steps easier

**SelectHealth.org | +1 (800) 538-5038**



Select  
Health

# Steinberg Diagnostic Medical Imaging




Director of  
Healthcare Services  
Tina Guerra

Director of  
Physician Relations  
Denielle Chong



# OUR MISSION

**Provide an exceptional patient experience** and diagnostic imaging services through compassion and cutting-edge technology



“

# OUR MOTTO

*I don't have all the answers,  
but I promise to find them*

”

## OUR VISION

Be a **trusted**  
outpatient medical  
imaging provider  
for **you**, **your family**  
and **our community**

## OUR VALUES

### SAFETY

Provides for the welfare  
of our patients, their  
families and our  
caregivers

### INTEGRITY

Doing the right thing even  
when no one is watching

### COURTESY

Knowing the needs,  
wants & expectations of  
each patient & caregiver

### LEADERSHIP

A result of the actions  
one takes rather than  
the position one holds

# We Are Local

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- Customer Service
- EVS
- Maintenance
- On-Site Sub-Specialty Reads
- Physician Support
- Billing/Collections
- Contact Center
- Insurance / Auth Verification
- Information Technology



# Practice Infrastructure

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## Staffing

550+ Caregivers

30+ Sub-Specialized  
Radiologists



## Practice Statistics

500,000 + Procedures

Annually



## IT Infrastructure

Dedicated IT & HIT Departments

Advanced AI analysis (Mammo,  
MRI, CT & PET)

Fiber optic loop connection

---

# Accreditations

Accredited by the  
  
ACCREDITATION  
ASSOCIATION  
*for* AMBULATORY  
HEALTH CARE, INC.  
AAAHC

  
ACR  
AMERICAN COLLEGE OF  
RADIOLOGY  
DIAGNOSTIC IMAGING  
CENTER of EXCELLENCE™



# 1<sup>st</sup> in the World

---

- 64-slice Cardiac CT
- Quiet 1.5T MR
- 1.5T Oriana MRI
- Canon 3T Supreme MRI
- Canon Celestion Wide Bore Radiation Planning PET/CT
- Canon Cartesion Digital PET/CT



# 1<sup>st</sup> in the US

---

- MRI accredited Practice
- Non-contrast MRA
- 160-slice Ultralow Dose Cardiac CT
- 3T Galan MRI
- 160 Slice Lightning CT
- 160 Slice Serv CT
- Practice wide installation of 3D Mammography (Tomosynthesis)
- AI/DLR Reconstruction in MRI, CT, PET & Radiography



# 1<sup>st</sup> in Nevada

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- Accredited by the American College of Radiology
- Receive DICOE Accreditation
- Practice accredited as a Lung Cancer Screening Center
- Practice in Nevada to be accredited by the Accreditation Association for Ambulatory Health Care, Inc. (AAAHC)
- Medical Practice to join HIE
- Open MRI
- PET Scanner
- Outpatient CT
- Multi-slice CT
- Practice to perform Outpatient Interventional Radiology
- Practice to perform Stereotactic Breast Biopsies
- 3D Stereotactic Breast Biopsy





# Cutting Edge Equipment | MRI

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**24 Total MRI | 11 3.0T**

- 1.5T vs 3T
- Open Sided vs Widebore
- Weight Limitations
- Sedation



# Cutting Edge Equipment | CT

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**14 Total CT | 7 Cardiac**

- CTA Cardiac vs CAC (Calcium)
- Colonography (Virtual Colonography)
- LDCT



# Cutting Edge Equipment | PET / Nuc Med

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## 3 Digital PET/CT | 4 Nuc Med Cameras

- Skull Base Mid Thigh vs Whole Body
- PSMA
- Bone Scan vs Dexascan



# Cutting Edge Equipment | Mammography

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## ALL 3D Mammo (Tomosynthesis)

- Screening vs Diagnostic
- Stereotactic Breast Biopsy



# Cutting Edge Equipment | Interventional Radiology

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## 2 Angio Suites

- Ports
  - Removal, Placement and Check
- Biopsies (MR, CT, and US guided)
  - Bone Marrow, Thyroid, Lung, Liver, Breast, etc



# Cutting Edge Equipment | Ultrasound

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## Available at ALL Locations

- Doppler vs ABI
- Not Available
  - Heart
  - Vein Mapping
  - MSK



# Cutting Edge Equipment | X-Ray, Dexascan, Fluoroscopy

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**X-Ray – Walk-Ins Welcome 9-3**

**Dexa Axial vs Body Comp**  
**Dexa Weight Limitation**



# Patient Resources

## Patient Portal

- Simple and easy to use
- View Results & Images

## Online Scheduling

- Orders based
- Patient notified real-time
- Prep E-mailed after scheduled
- All modalities
  - Excluding PET, NM, BX
  - Same Day Scheduling: X-Ray

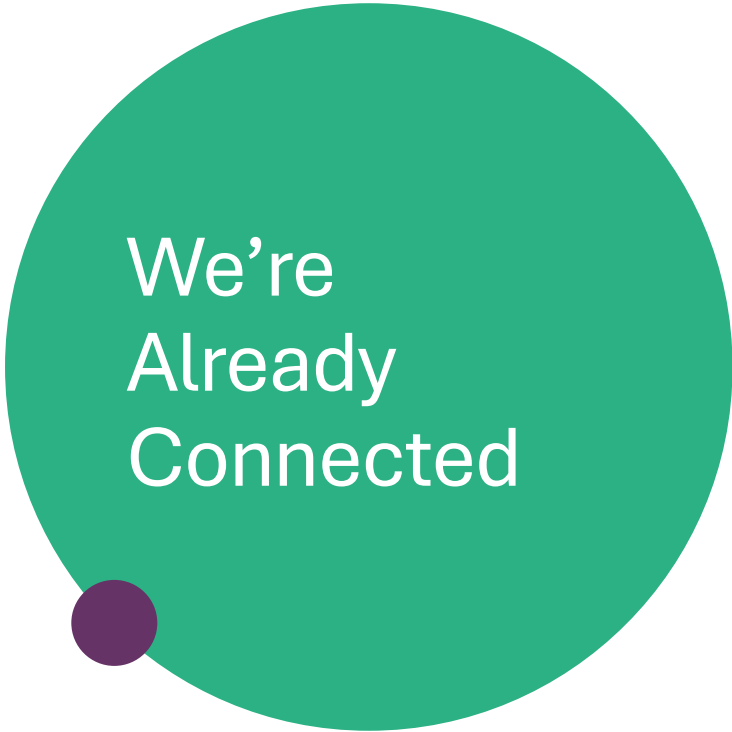
# Physician Resources

## Physician Portal


- Advanced all in one image viewer
- Instant results after verification
- Ability to schedule patients
- Works across multiple platforms

## Personalized Outreach

- Physician Support
- Marketing Support
- Account Managers



We're  
Already  
Connected



Intermountain Health Epic Interface  
Ordering & Results

Image Sharing  
Via PowerShare  
Ability to Request and Send Images to Other  
Radiology Providers

# Can We See Your Patients?

## Currently Accepting

- Select Health Commercial
- Select Health Risk Patients
  - PET
  - Interventional Radiology
- See Provided Insurance List for All Accepted Insurances

## Not Actively Accepting

- Select Health Risk Patients
  - All Other Modalities
- Humana
- Cigna



# 2026 Nevada Provider Training



Healthy Aging and Exercise Program





**Customer Engagement Manager**

**Marlene Sena**

Email: [MarleneS@ashn.com](mailto:MarleneS@ashn.com)

# Program Overviews



2026 Program Features – NV	H1994 (HMO): 012, 021, H1994 (HMO DSNP): 040 (Dual; Essential, Kroger)	FLEX Card: H1994 (HMO): 044 (Medicare Wellness)
<b>Total Silver&amp;Fit Fitness Network:</b>	26,000+	26,000+
<ul style="list-style-type: none"> <li>• Standard Fitness Network Choices (Multi-Fitness Center Access Allowed)</li> </ul>	17,000+ at \$0 monthly member fee	17,000+ at \$23.50/month (No long-term contract)
<ul style="list-style-type: none"> <li>• Premium Fitness Network Choices</li> </ul>	9,000+ at additional cost	9,000+ at additional cost
<b>Silver&amp;Fit Digital Member Experience:</b>	YES	YES (Free to all eligible Flex Card holders)
<ul style="list-style-type: none"> <li>• Digital Workout Videos &amp; Workout Plans</li> </ul>	YES	YES
<ul style="list-style-type: none"> <li>• Well-Being Club</li> </ul>	YES	YES (Live stream classes not included)
<ul style="list-style-type: none"> <li>• Resources/Online Fitness and Healthy Aging Education Classes</li> </ul>	YES	YES
<ul style="list-style-type: none"> <li>• Connected! Tool</li> </ul>	YES	---
<b>Home Fitness Kits</b>	5 kit options (members may select one per year)	---
<b>Well-Being Coaching</b>	YES	---



# Fitness Center Networks

## Standard Fitness Center Network: 17K+



## Premium Fitness Center Network: 9K+



### Standard Fitness Network Choices

#### Member price:

- Silver&Fit \$0
- Silver&Fit Flex \$23.50 per month – Medicare Wellness

**Multifacility access for both programs**

### Premium Fitness Network Choices

Includes higher priced fitness centers, unique experiences like Rock Climbing Gyms, Rowing Centers, Fitness Studio, Pilates & more.

Member price: **Substantial discounts on most memberships**



# Digital and Home Fitness Member Experience



## Home Fitness Kits\*\*

Exercise in the comfort of home by choosing one kit per benefit year. 5 kits to choose from.



## Well-Being Coaching\*\*

Connect with a Well-Being Coach to help you achieve your health goals during scheduled phone or video sessions.



## Exercise Tracking \*\*

Sync your favorite wearable fitness tracker to the Silver&Fit Connected! tool to track your exercise.



## Digital Workout Videos

Access a wide variety of workout videos at your preferred fitness level, available any time.



## Workout Plans

Start a personalized 14-day Workout Plan that is designed to help you begin a goal-based fitness routine.



## Well-Being Club

Connect with others, view exclusive articles and videos, and **\*\*live-streaming virtual events.**



## Additional Resources

You have access to a quarterly newsletter, as well as a free public blog, with helpful, timely information about fitness, nutrition, healthy aging and more.

**\*\*Not available on the Select Health Medicare Wellness plan**



**Thank You!**



**Select  
Health**

# Other Updates and Information

# Updates

- Zelis is now live!
- New Policy site
- Quarterly Attestations
- Annual Experience Surveys
- Provider Staff Event Survey Card



# Q & A