11 – Referrals to Specialists

When referring to a specialist, Primary Care Physicians should refer patients to designated specialists as listed in the applicable provider directory. Designated specialist referral timeframes for Southern Nevada providers are available on our website at www.myhpnprovider.com. Select “I Need Help With”, “Prior Authorizations” and click on ‘referral timeframes and access standards’.

Primary care physicians may refer patients by:

- submitting an online referral through @YourService; or
- Completing a hard copy referral form

If your office does not currently have a @YourService Administrator, please refer to Section 25.2 for the @YourService Administrator Account Request Form or you may request an account online through @YourService. The online provider center tutorial is located on the HPN website and Provider Services is available to answer any specific questions you may have regarding the application.

A Nevada Universal Prior Authorization and Referral Form is included in Section 25.8 for use when referring to specialists or for prior authorization. Please refer to section 9 for specific prior authorization requirements.

Dental providers should refer patients to designated specialists listed in the applicable dental provider directory.

For a copy of the most current provider directory go to www.myhpnprovider.com, or for any questions regarding requirements, please contact the Provider Services Department at (702) 242-7088 or (800) 745-7065.