

*Information provided in this notification is subject to change. Last update: August 8, 2023*

## Medicaid Open Enrollment News

### ► MEDICAID OPEN ENROLLMENT INFORMATION

Nevada Medicaid mailed all Medicaid members their annual open enrollment packet the end of July. The packet includes information on how a Medicaid member can switch to a different MCO.

**HPN Medicaid members don't need to do anything to stay with HPN.** Medicaid members with other MCOs who want to change to Health Plan of Nevada should fill out the change form included in their mailing from Nevada Medicaid and mail it back no later than October 31, 2023. If they do not have a change form, we can provide forms and stamped envelopes to your office. They can also switch by email or in person.

Medicaid members not with HPN who are looking for information on how to switch to HPN can visit **ChooseHPN.com**. HPN has open enrollment materials available for provider offices, including flyers, handouts and table tents. Medicaid members can switch by mail, email or in person.

Although open enrollment is officially October 1 through October 31, Nevada Medicaid is accepting change forms now. Changes will be effective on January 1, 2024.

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## Nevada Medicaid Started Redeterminations for Medicaid and Nevada Check Up Program Eligibility

### ► HELP YOUR MEDICAID PATIENTS UPDATE THEIR CONTACT INFORMATION

Nevada Medicaid is asking providers, partners, MCOs, and others to encourage Medicaid members to update their contact and demographic information with Nevada Medicaid now, so they are ready to renew their coverage or be prepared to transition to other health insurance.

#### How can your patients update their information?

There are a variety of ways your patients can update their contact and demographic information.

- **HPN members** can call Member Services at **1-800-962-8074**, TTY **711**, to report their address and phone number changes.
- **Online** at [dhcfp.nv.gov/updatesmyaddress](https://dhcfp.nv.gov/updatesmyaddress).
- **Visit** a Nevada Welfare office at one of these [locations](#).
- **Call** DWSS at **702-486-1646** in Southern Nevada and **775-684-7200** in Northern Nevada.
- **Sign in** to the Access Nevada portal at [AccessNevada.DWSS.nv.gov](https://AccessNevada.DWSS.nv.gov).

#### What tools are available for you to communicate with your patients?

HPN has developed flyers, posters, handouts and other materials to help our contracted providers communicate this information. If you'd like to use these materials, reach out to your provider advocate.

## ▶ HELP YOUR MEDICAID PATIENTS PREPARE FOR THEIR REDETERMINATIONS

The State of Nevada initiated redeterminations/renewals in April 2023. Terminations will started June 1, 2023 and will continue monthly for members no longer eligible for Medicaid or Nevada Check Up or who do not renew by their renewal deadline.

### How can you help your patients with their renewal/redetermination?

There are a variety of ways your patients can complete their renewal.

- **Make sure their address is up to date.** Make sure DWSS has their current contact information (see above for information on updating contact information).
- **Renew by mail.** DWSS will mail them a letter about their coverage. This letter will also let them know if they need to complete a renewal form to see if they still qualify for Nevada Medicaid or Nevada Check Up. If they get a renewal form, they should fill it out and return it to DWSS right away. This will help them avoid a gap in their coverage. **This is the easiest way to renew.** Mail the renewal to:
  - o Document Imaging Center  
P.O. Box 15400  
Las Vegas, NV 89114
- **Renew by phone.** To renew their Nevada Medicaid or Nevada Check Up by phone, they can call DWSS toll-free. Representatives are available Monday through Friday from 8 a.m. to 4:30 p.m. They can assist them in any language.
  - o Southern Nevada **702-486-1646**, TTY **711**
  - o Northern Nevada **775-684-7200**, TTY **711**
- **Renew in person.** They can visit their local DWSS office or make an appointment with a representative in their community to help them renew their Nevada Medicaid or Nevada Check Up coverage. Find one [here](#) or by calling toll-free. Representatives are available Monday through Friday from 8 a.m. to 4:30 p.m. They can assist them in any language.
  - o Southern Nevada **702-486-1646**, TTY **711**
  - o Northern Nevada **775-684-7200**, TTY **711**
- **Renew online.** They can also visit [AccessNevada.DWSS.nv.gov](https://AccessNevada.DWSS.nv.gov) to renew their Nevada Medicaid or Nevada Check Up coverage.

Need help? Your patients can call us toll-free at **1-800-962-8074**, TTY **711**, if there's anything we can do to help them renew their coverage.

### Will you know which of your patients are at risk for losing their Medicaid or Nevada Check Up coverage?

HPN is working to get member lists to providers so they can communicate to their patients about the risk of losing Medicaid coverage.

### **What is HPN doing to help members with renewals?**

HPN will contact members throughout the process to educate them on the importance of renewing their plan on time. We will also make them aware of HPN On Exchange plans on Nevada Health Link so they can continue with health coverage should they lose eligibility.

### **What if a patient didn't take action, lost their coverage, but is still eligible for Medicaid?**

If this happens, your patient has 90 days after their termination date to send in their renewal for review of eligibility. They can mail in the form, as well as call or visit the Division of Welfare and Supportive Services.

### **What if a Medicaid beneficiary becomes ineligible for Medicaid in the future?**

If you have a patient who may be losing their Medicaid eligibility in the future, they can shop for an individual or family plan on Nevada Health Link. Some Nevada Health Link plans provide financial assistance with monthly premiums and out-of-pocket costs to individuals who qualify. For information about Nevada Health Link, your patients can visit [NevadaHealthLink.com](https://NevadaHealthLink.com). Before they lose their Medicaid coverage, they can learn more about HPN plans on Nevada Health Link by calling our Sales office at **1-800-873-0004**, TTY **711**.

This is information as of August 8, 2023. HPN will continue to update our Medicaid providers as new information becomes available. If you have specific questions about this notice, please contact your provider advocate.