LET’S GET STARTED

Make your health plan benefits work for you. Discover how in this easy-to-use guide.
Let’s get healthy. Together.

With Health Plan of Nevada, you get health care services at no cost to you.

- Visits to your family doctor, dentist and specialists
- Pregnancy and maternity services
- Newborn circumcisions
- Well-child visits and shots
- Prescription and over-the-counter drugs
- Hospital services
- Lab and X-rays
- Medical equipment and supplies
- Urgent and emergency care services
- Family planning services and supplies
- Eye exams and eye glasses
- Hearing tests and services
- Physical, occupational and speech therapy
- Mental health and substance abuse services
- Routine and maintenance dental services for children
- Emergency dental services for adults
- NowClinic® online services to see a provider from your smartphone or computer
- Special programs that include gift cards, no-cost cell phones and baby cribs to those who qualify

Want to know more? Everything you need is right here at your fingertips.
We’re glad you’re here.
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Member Handbook
Get the full scoop about your health plan. Want to know more? See the Member Handbook section on page 13.
Online Member Center
Keep track of your health the easy way.

Our online member center brings your health plan information together in one place. Use this service to:

• View your plan documents
• Change your address
• See your coverage for pharmacy, dental or vision services
• Find out who is on record as your primary care provider
• Check the status of a prior authorization request
• Review your electronic medical record (if you opt in and are a Southwest Medical patient)

To create an account, go to myHPNmedicaid.com. First-time users will need to create an account.

State Medicaid ID Card
Your ID card is your key to getting coverage.

Always carry your State Medicaid ID card with you. It holds important information. If you haven’t received your ID card, please call 1-800-992-0900.

Remember to:

• Take your State Medicaid ID card to your medical appointments.
• Show it when you fill a prescription.
Incentives
Earn rewards for healthy living.

Your health is important to us. That’s why we go the extra mile to offer you rewards for healthy living.

As a member, you may qualify for:
• No-cost cell phone
• No-cost baby crib
• $10 gift cards
• Diapers

Safelink Wireless® Mobile Phones
We have partnered with SafeLink Health Solutions® to offer qualified members a cell phone for no cost. The program includes 350 monthly minutes, unlimited text messages, and free calls to our 24-hour advice nurse. Members also get texts with health tips and reminders.

Cribs for Kids®
To help keep babies safe, we’ve partnered with the Cribs for Kids program to provide free Graco® Pack ‘n Play® portable cribs to members who complete their recommended number of prenatal care visits.

Health Reward
Take your child for a well-visit (EPSDT) or an immunization update, and he/she can qualify for a $10 gift card. Your child’s visit will be processed by his/her doctor and Health Plan of Nevada. Once completed, a $10 Citibank® gift card will be mailed to your child.*

Postpartum Visit
A postpartum visit is the first step to being a healthy mom. Postpartum care is the care you receive after your baby is born. It’s best to schedule a postpartum appointment before you leave the hospital and after you’ve had your baby. Complete your postpartum visit and get a free package of diapers.

*Appointment must be completed from June 1, 2016 to December 31, 2016. The well-child visit will be verified before the gift card is sent. Citibank® gift cards take six to eight weeks for processing. Program is subject to change. Citibank® gift cards will be sent to the address on file. Members are responsible for lost or stolen cards.
Special Programs
Develop a plan to keep you and your family well.

Get the support you need to help maintain your health and well-being.

Healthy Expectations
Healthy Expectations is for first-time moms, experienced moms and those who are thinking about getting pregnant. A **FREE** box of diapers will be given to members who participate. After the baby is born, one-on-one advice is available if members need help with breastfeeding their baby.

Pregnancy Case Management
Get personal support during your pregnancy. Our Pregnancy Case Management Program helps women have healthy pregnancies and healthy babies. The program is supported by pregnancy nurses and assistants.

Early Periodic Screening Diagnosis and Treatment (EPSDT)
Kids grow up quickly. We help them grow up strong. Our EPSDT program includes regularly scheduled well-child visits to make sure children under 21 stay in good health. Well-child visits are appointments with your child’s doctor or primary care provider (PCP). The sooner your child is treated, the better the chances are to avoid serious problems.

Once the well-child visit is processed by the child’s provider and Health Plan of Nevada, a **$10 Citibank® gift card** is mailed to the child.*

*Appointment must be completed from June 1, 2016 to December 31, 2016. The well-child visit will be verified before the gift card is sent. Citibank® gift cards take six to eight weeks for processing. Program is subject to change. Citibank® gift cards will be sent to the address on file. Members are responsible for lost or stolen cards.

Health Education and Wellness
Whether you want to eat right, exercise more, stop smoking, or just relax, you have a variety of resources at your fingertips. As a member, you have access to health education classes, coaching* and videos. To get started, call **1-800-720-7253**, TTY **711**.

*Coaching is available to provide support but doesn’t replace treatment plans put into place by your doctor. Always talk to your doctor about any important health issues.

Transitional Housing
We offer transitional housing* for members who need help with medical treatment after a hospital stay. Meals and transportation to and from medical appointments included.

*Transitional housing only available in Southern Nevada.
Getting Care
Take charge of your health and know where to go for the type of care you need.

Being part of Health Plan of Nevada means you have access to many health care services at **no cost to you**.

**Primary Care**
See your primary care doctor for well visits, preventive care screenings, shots, yearly exams and other general health concerns.

**Specialty Care**
Access dentists and specialists. A specialist is a provider or doctor who has more education and training in a specific area of medicine.

**Prenatal Care**
If you're pregnant, it's important to see a doctor right away. Prenatal care is care while a woman is pregnant. Members who complete all their prenatal and postpartum visits will receive a free gift.

Be proactive about your health.
Postpartum Care
A postpartum visit is also extremely important. This is the care women receive after giving birth to their baby (usually four to six weeks). During the visit, you’ll be examined to see how well you have recovered from being pregnant.

HPN Symptom Checker
Available on iPhone® and AndroidSM, our free HPN Symptom Checker app can help figure out what type of care, if any, you may need. You may also find symptom relief for minor illnesses and injuries.

24-Hour Telephone Advice Nurse
A registered nurse is available 24/7 to answer questions, provide self-care advice and help you decide whether to seek urgent care, emergency care, or schedule an appointment with your provider.

NowClinic® Online Services
NowClinic lets you see a provider for common care needs like allergies or pink eye.* Available from a smartphone, tablet or computer, NowClinic® is ready 24 hours a day. No appointment needed. And the best part is you don’t need to leave the comfort of home.

Medicine on the Move
Medicine on the Move is a mobile medical center built to bring health care to members who may not have easy access to transportation or medical care. Medicine on the Move is for well visits, flu shots, X-rays, mammograms, ultrasounds, physicals, basic lab tests, annual exams and more.

*The conditions treated are subject to NowClinic provider discretion and may require a visual interaction such as a webcam. Video may also be required for prescribing.

NowClinic is not intended to address emergency or life-threatening medical conditions. Please call 911 or go to the emergency room under those circumstances.

NowClinic providers do not replace your primary care physician. The services are not covered by Medicare and may not be covered by your private health plan or Medicaid, so check with them prior to using the services. If not covered, the consumer is responsible for paying the fees at the time of service. If covered, copays and deductibles may apply. NowClinic providers do not prescribe controlled substances and reserve the right to refuse to prescribe other drugs that are restricted by state law or may be harmful or non-therapeutic. Providers may also decline an individual as a patient if the medical problem presented is not appropriate for NowClinic care or for misuse of services. All trademarks are the property of their respective owners.
### Where To Go

<table>
<thead>
<tr>
<th>Where To Go</th>
<th>When To Go</th>
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</thead>
<tbody>
<tr>
<td><strong>24-Hour Telephone Advice Nurse</strong></td>
<td>When you’re sick, hurt or need health care advice. Our registered nurse can help you decide whether to go to the emergency room, make a doctor’s appointment, or treat your problem at home. Just call <strong>1-800-288-2264</strong>.</td>
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<tr>
<td><strong>NowClinic®</strong></td>
<td>When you aren’t feeling so great, but it’s not an emergency and it’s tough to find time to see a doctor. NowClinic lets you talk with a provider via computer, smartphone or tablet just like you would in an exam room. Providers can recommend treatment and, if needed, prescriptions* can be sent to a chosen pharmacy. (Prescribing may require video.) Visit NowClinic.com.</td>
</tr>
<tr>
<td><strong>Medicine on the Move</strong></td>
<td>When the mobile medical center is in your area and you need a well checkup, X-ray or basic lab test, this is a great option. Providers can recommend treatment and write prescriptions (if needed). Visit MedicineOntheMoveNV.com for locations, dates and times.</td>
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<tr>
<td><strong>Doctor’s Office</strong></td>
<td>When you need a preventive exam or treatment for a current health issue, your doctor’s office is the best choice. Your doctor can help you manage your medications and refer you to a specialist.</td>
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<tr>
<td><strong>Urgent Care Center</strong></td>
<td>You may need care quickly, but it’s not an emergency, and your regular doctor may not be available. Urgent care centers offer treatment for non-life threatening injuries or illnesses.</td>
</tr>
<tr>
<td><strong>Emergency Room (ER)</strong></td>
<td>You need immediate treatment for a very serious or critical condition. The ER is for the treatment of life-threatening or very serious conditions which require immediate medical attention. Do not ignore an emergency. <strong>If you have a life-threatening situation, call 911 or your local emergency phone number right away.</strong></td>
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</table>

* Average wait time reported as of March 2016, but not guaranteed.
<table>
<thead>
<tr>
<th>Type of Care</th>
<th>Other Important Information</th>
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</thead>
<tbody>
<tr>
<td>Minor illnesses and injuries</td>
<td>Service for members</td>
</tr>
<tr>
<td>Medication interactions</td>
<td></td>
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<tr>
<td>Common illnesses like:</td>
<td></td>
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<tr>
<td>- Allergies</td>
<td></td>
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<tr>
<td>- Bladder infection/UTI</td>
<td></td>
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<tr>
<td>- Bronchitis</td>
<td></td>
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<tr>
<td>- Eye infections/pink eye</td>
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<tr>
<td>- Sinus infections</td>
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<tr>
<td>- Viral illness</td>
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<tr>
<td>- And more</td>
<td></td>
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<tr>
<td>- Ear infections</td>
<td></td>
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<tr>
<td>- Colds and other respiratory problems</td>
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<tr>
<td>- Sprains and strains</td>
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<tr>
<td>- Most abdominal pain</td>
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<tr>
<td>- Vomiting and diarrhea</td>
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<tr>
<td>- Well visits; immunizations/shots</td>
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<tr>
<td>- X-rays</td>
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<td>- Mammograms</td>
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<tr>
<td>- Ultrasounds</td>
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<tr>
<td>- Basic lab tests</td>
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<tr>
<td>- Annual and physical exams</td>
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<tr>
<td>- Routine checkups</td>
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<tr>
<td>- Immunizations</td>
<td></td>
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<tr>
<td>- Preventive services</td>
<td></td>
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<tr>
<td>- General health issues</td>
<td></td>
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<tr>
<td>Normally requires an appointment</td>
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<tr>
<td>Little wait time with scheduled appointment</td>
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<tr>
<td>Non-emergency conditions, such as:</td>
<td></td>
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<tr>
<td>- Ear infections</td>
<td></td>
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<tr>
<td>- Most cuts</td>
<td></td>
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<tr>
<td>- Most burns</td>
<td></td>
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<tr>
<td>- Most fractures</td>
<td></td>
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<tr>
<td>- Most back pain</td>
<td></td>
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<tr>
<td>- Walk-in patients are welcome, but wait times</td>
<td></td>
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<tr>
<td>may be long because patients with more</td>
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<tr>
<td>urgent needs may be treated first.</td>
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<tr>
<td>In an emergency, call 911 or go to the nearest</td>
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<tr>
<td>hospital emergency room for conditions,</td>
<td></td>
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<tr>
<td>such as:</td>
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<tr>
<td>- Serious burns</td>
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<tr>
<td>- Major trauma</td>
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<tr>
<td>- Poisoning</td>
<td></td>
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<tr>
<td>- Serious breathing difficulties</td>
<td></td>
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<tr>
<td>- Heavy bleeding</td>
<td></td>
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<tr>
<td>- Severe chest pain</td>
<td></td>
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<tr>
<td>- Sudden paralysis</td>
<td></td>
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<tr>
<td>Open 24 hours, 7 days a week</td>
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<tr>
<td>Wait times may be long</td>
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</table>

Receive care without leaving home
- Service for members
- Open 24 hours, 7 days a week
- No appointment necessary
- Wait is typically less than 10 minutes
- Skip the short wait by asking the doctor to text you when he or she is ready
Understand Your Benefits
Make informed decisions about your health care.

Here’s what you need to know about your plan:

Use our preferred drug list. You have prescription drug coverage from network pharmacies. When your doctor orders a drug for you, you’ll get the generic form. If there isn’t a generic, you’ll get the brand name. View our preferred drug list at myHPNmedicaid.com.

See a network provider. You must use a Health Plan of Nevada network primary care provider, urgent care, specialty care, hospital or lab to receive coverage under your plan. Ask your doctor to use a network lab for any tests or diagnostic imaging services, such as X-rays, MRIs and CT scans. For a complete list of providers, visit myHPNmedicaid.com.

Connect with a primary care provider (PCP). Your health plan requires you to choose a PCP. If you don’t select a PCP, we’ll match you with a doctor in your service area. You can change your PCP at any time. Simply visit myHPNmedicaid.com and sign in to the online member center. First-time users will have to create an account.

Visit your PCP for routine care, yearly checkups and other general health concerns. Each member covered under Health Plan of Nevada Medicaid or Nevada Check Up can select his/her own PCP, or you may all choose the same one. You may choose a pediatrician for your child. Females over the age of 14 may select an OB/GYN in addition to a PCP.

Make your first wellness and dentist appointment. Call your doctor to schedule your initial wellness checkup. Then make your first dental checkup by calling any of the dentists listed in the provider directory at myHPNmedicaid.com. If you need help finding a doctor or scheduling an appointment, please call 1-800-962-8074, TTY 711, Monday through Friday, 8 a.m. to 5 p.m. local time.
Member Handbook

Stay informed. Get a complete explanation of your health insurance plan.

Your Member Handbook explains how to use your medical, dental, vision and pharmacy benefits in greater detail. It also includes important information on other topics, such as:

- How and when to get prior authorization for health care services
- When you should go to urgent care or the emergency room
- What to do if you are out of town and need urgent or emergency care
- Care for pregnant women
- Care for children

You can get a copy of your Member Handbook at myHPNmedicaid.com.
Connect with us.
We appreciate the opportunity to serve you and invite you to stay informed.

Look in your mailbox for our member newsletters.

For more information, call 1-800-962-8074 or visit myHPNmedicaid.com.
Together, we are ONE.

HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

Health plan coverage provided by Health Plan of Nevada.