

Important Notice

For UnitedHealthcare Health Plan of Nevada Medicaid (UHC HPN Medicaid) Providers

Information provided in this notification is subject to change. Last update: January 16, 2024

Medicaid 90-day choice period

The latest Medicaid Open Enrollment Period ended on October 31, 2023.

However, if your patients requested to switch to another plan during open enrollment, they have the opportunity to switch to UHC HPN Medicaid during the 90-day choice period from January 1, 2024 to March 31, 2024.

How can your patients switch to UHC HPN Medicaid?

Your patients can request to switch to UHC HPN Medicaid during the 90-day choice period by filling out Nevada Medicaid's Change form. It's important they check the UnitedHealthcare Health Plan of Nevada Medicaid box. They can email the change form to Nevada Medicaid at NevadaManagedCareOpenEnrollment@gainwelltechnologies.com or they can mail it back to Nevada Medicaid, Attn. MCO Changes, P.O. Box 30042, Reno, NV 89520.

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.

- UHC HPN Medicaid members can call Member Services at **1-800-962-8074**, TTY **711**, to report their address and phone number changes.
- Online at dhcftp.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.

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

UHC HPN Medicaid 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

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 email.** To renew by email, they can scan or photograph their completed and signed form and return it to renewmymedicaid@dwss.nv.gov. The email will be sent from the email account associated with the mobile device or computer.
- **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 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?

UHC HPN Medicaid is providing member lists to providers so they can communicate to their patients about the risk of losing Medicaid coverage. Providers who receive an empanelment for Medicaid (PCPs and pediatricians) can see their lists in the Online Provider Center (OPC). If you are a specialist interested in getting this list, please contact your provider advocate directly or email kira.james@uhc.com.

What is UHC HPN Medicaid doing to help members with renewals?

UHC HPN Medicaid 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. Providers will receive this information for their patients on a monthly basis. We have added a tab listing members who have terminated for not returning their redetermination paperwork or "failed to respond." The tab includes the termination date, termination reason and claim count for the last 12 months. These members have 90 days after their termination date to turn in their redetermination paperwork for an evaluation of their eligibility.

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. 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 January 16, 2024. UHC HPN Medicaid will continue to update our Medicaid providers as new information becomes available. If you have specific questions about this notice, please email the provider advocate team at ProviderAdvocateTe@uhc.com.

Medicaid provided by UnitedHealthcare's Health Plan of Nevada