

Health Plan of Nevada Medicaid

Member Advisory Board Q2 - Meeting Minutes

Topic:	Medicaid Redeterminations & Dental
Meeting Date:	5/28/2026
Meeting Time:	12pm-1pm
Location:	In-Person at NBH Support Center Belrose
Health Plan Participants	
Title	
Community Health Worker	
Sr. Business Analyst	
Community Engagement Specialist	
Community Health Worker Manager	
Liberty Dental Representative	
Member Participants	
12 Members attended in-person at the NBH Support Center	

Agenda Topics

Item	Description	
1	Welcome/Opening	- HPN introduced herself and welcomed everyone to the Member Advisory Board Q2. Attendance was taken for internal and external attendees. - HPN provided a brief overview of the Member Advisory Board and explained the purpose of the meeting.

2	Medicaid Redeterminations (Medicaid Renewals)	- Awareness & Understanding - o Most members know redeterminations are annual Medicaid renewals. - Communication & Notifications - o Mail is the primary way members receive renewal information. - o Members would also like text and email reminders. - Process & Paperwork - o Paperwork is generally understandable but still complex. - o Members call customer service for help, if needed. - o Common confusion about renewal dates and how to find renewal month - Timing & Delivery - o Most members receive renewal notices early enough to complete. - Future Changes coming in 2027 - o Low awareness and concern about moving to 6-month renewals in 2027. - o Members say policy changes are hard to keep up with - Member Suggestions - o Offer more in-person education sessions on renewals - o Use clearer, consistent terms like “renewal” instead of “redeterminations” - o Provide better guidance on: ▪ Renewal dates ▪ Updating information - o Increase proactive outreach and reminders
3	Dental	- Awareness & Education - o Many members do not understand that dental is managed by Liberty Dental, not their health plan. - o Limited awareness that regardless of the Medicaid plan everyone has Liberty Dental. - Communication Gaps - o Dental benefits and coverage details are not clearly communicated. - o Need for clear, proactive materials explaining dental coverage.

		- Access & Navigation - o Members can usually get help when contacting Liberty or providers. - o Confusion about: ▪ Which number to call ▪ Ability to switch dentists ▪ How to request replacement ID cards - Coverage Limitations - o Dissatisfaction with limited adult dental coverage. - o Restrictions on services like fillings and crowns. - o Perception that coverage prioritizes basic care over restorative needs. - o Difficulty replacing damaged dentures - Dental Provider Access - o Long wait times and limited dental provider availability. - New Dental Benefits Awareness - o Low awareness of upcoming expanded dental benefits. - o Members want clear details on coverage, limits, and timing. - Preferred Communication - o Preferred: mail, email, and in-person communication. - Member Suggestions - o Clearly explain medical vs. dental coverage. - o Provide simple benefit summaries and regular updates. - o Increase education at enrollment and community events. - o Improve guidance on finding and switching providers. - o Strengthen support for denture issues and exceptions. - A representative from Liberty Dental was in attendance to provide dental updates, answer questions, and refer members to a Liberty care coordinator as needed.
4	Closing	- All members who needed follow-up care or expressed interest in more information were referred to a Community Health Worker (CHW) to assist them at the end of the meeting.

		- HPN thanked all participants and acknowledged all members. With no further discussion, the meeting was adjourned.

10/06/2026 ~~X~~ *Anjali Hale*