

**Health Plan of Nevada Medicaid  
 Member Advisory Board Q2 - Meeting Minutes**

<b>Topic:</b>	Medicaid Redeterminations & Dental
<b>Meeting Date:</b>	5/28/2026
<b>Meeting Time:</b>	12pm-1pm
<b>Location:</b>	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**

<b>Item</b>	<b>Description</b>	
<b>1</b>	<b>Welcome/Opening</b>	<ul style="list-style-type: none"> <li>- HPN introduced herself and welcomed everyone to the Member Advisory Board Q2. Attendance was taken for internal and external attendees.</li> <li>- HPN provided a brief overview of the Member Advisory Board and explained the purpose of the meeting.</li> </ul>

<p><b>2</b></p>	<p><b>Medicaid Redeterminations (Medicaid Renewals)</b></p>	<ul style="list-style-type: none"> <li>- <b>Awareness &amp; Understanding</b> <ul style="list-style-type: none"> <li>o Most members know redeterminations are annual Medicaid renewals.</li> </ul> </li> <li>- <b>Communication &amp; Notifications</b> <ul style="list-style-type: none"> <li>o Mail is the primary way members receive renewal information.</li> <li>o Members would also like text and email reminders.</li> </ul> </li> <li>- <b>Process &amp; Paperwork</b> <ul style="list-style-type: none"> <li>o Paperwork is generally understandable but still complex.</li> <li>o Members call customer service for help, if needed.</li> <li>o Common confusion about renewal dates and how to find renewal month</li> </ul> </li> <li>- <b>Timing &amp; Delivery</b> <ul style="list-style-type: none"> <li>o Most members receive renewal notices early enough to complete.</li> </ul> </li> <li>- <b>Future Changes coming in 2027</b> <ul style="list-style-type: none"> <li>o Low awareness and concern about moving to 6-month renewals in 2027.</li> <li>o Members say policy changes are hard to keep up with</li> </ul> </li> <li>- <b>Member Suggestions</b> <ul style="list-style-type: none"> <li>o Offer more in-person education sessions on renewals</li> <li>o Use clearer, consistent terms like “renewal” instead of “redeterminations”</li> <li>o Provide better guidance on:                             <ul style="list-style-type: none"> <li>▪ Renewal dates</li> <li>▪ Updating information</li> </ul> </li> <li>o Increase proactive outreach and reminders</li> </ul> </li> </ul>
<p><b>3</b></p>	<p><b>Dental</b></p>	<ul style="list-style-type: none"> <li>- <b>Awareness &amp; Education</b> <ul style="list-style-type: none"> <li>o Many members do not understand that dental is managed by Liberty Dental, not their health plan.</li> <li>o Limited awareness that regardless of the Medicaid plan everyone has Liberty Dental.</li> </ul> </li> <li>- <b>Communication Gaps</b> <ul style="list-style-type: none"> <li>o Dental benefits and coverage details are not clearly communicated.</li> <li>o Need for clear, proactive materials explaining dental coverage.</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>- <b>Access &amp; Navigation</b> <ul style="list-style-type: none"> <li>o Members can usually get help when contacting Liberty or providers.</li> <li>o Confusion about:               <ul style="list-style-type: none"> <li>▪ Which number to call</li> <li>▪ Ability to switch dentists</li> <li>▪ How to request replacement ID cards</li> </ul> </li> </ul> </li> <li>- <b>Coverage Limitations</b> <ul style="list-style-type: none"> <li>o Dissatisfaction with limited adult dental coverage.</li> <li>o Restrictions on services like fillings and crowns.</li> <li>o Perception that coverage prioritizes basic care over restorative needs.</li> <li>o Difficulty replacing damaged dentures</li> </ul> </li> <li>- <b>Dental Provider Access</b> <ul style="list-style-type: none"> <li>o Long wait times and limited dental provider availability.</li> </ul> </li> <li>- <b>New Dental Benefits Awareness</b> <ul style="list-style-type: none"> <li>o Low awareness of upcoming expanded dental benefits.</li> <li>o Members want clear details on coverage, limits, and timing.</li> </ul> </li> <li>- <b>Preferred Communication</b> <ul style="list-style-type: none"> <li>o Preferred: mail, email, and in-person communication.</li> </ul> </li> <li>- <b>Member Suggestions</b> <ul style="list-style-type: none"> <li>o Clearly explain medical vs. dental coverage.</li> <li>o Provide simple benefit summaries and regular updates.</li> <li>o Increase education at enrollment and community events.</li> <li>o Improve guidance on finding and switching providers.</li> <li>o Strengthen support for denture issues and exceptions.</li> </ul> </li> <li>- A representative from Liberty Dental was in attendance to provide dental updates, answer questions, and refer members to a Liberty care coordinator as needed.</li> </ul>
4	<b>Closing</b>	<ul style="list-style-type: none"> <li>- 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.</li> </ul>

		<ul style="list-style-type: none"><li>- HPN thanked all participants and acknowledged all members. With no further discussion, the meeting was adjourned.</li></ul>