



**1. Is there a way to give feedback to Nevada Medicaid or tell my story?**

[Fill out this survey](#) to tell us how we are doing and tell us your story.

**2. How do I apply for Medicaid?**

Apply online with the Division of Social Services at [AccessNevada.nv.gov](https://AccessNevada.nv.gov) or contact [DSS.nv.gov](https://DSS.nv.gov).

For questions, to make changes to your Medicaid, or ask for a card, contact your local Division of Social Services office at (702) 486-1646 for Southern Nevada or (775) 684-7200 for Northern Nevada.

If you don't qualify for Medicaid, you can apply for subsidized health coverage at [NevadaHealthLink.com](https://NevadaHealthLink.com) or call (800) 847-2927.

**3. How do I renew my Medicaid?**

You can renew with the Division of Social Services at [AccessNevada.nv.gov](https://AccessNevada.nv.gov) or contact [DSS.nv.gov](https://DSS.nv.gov).

If you have questions about your application or to make changes to your account, contact your local Division of Social Services office at (702) 486-1646 for Southern Nevada or (775) 684-7200 for Northern Nevada areas. You can also apply for other health care coverage at Nevada Health Link: [www.nevadahealthlink.com](https://www.nevadahealthlink.com) or [www.exchange.nv.gov](https://www.exchange.nv.gov) or call (800) 847-2927.

**4. How do I update my address?**

Use the [UpdateMyAddress](#) website or [AccessNevada.NV.GOV](https://AccessNevada.NV.GOV).

Or call your local Division of Social Services office at (702) 486-1646 for Southern Nevada or (775) 684-7200 for Northern Nevada. You can also write to [Medicaid@nvha.nv.gov](mailto:Medicaid@nvha.nv.gov)

**5. What services are covered by Medicaid?**

All Medicaid health plans cover the same basic services with some free extra benefits. To find out what they are, contact your health plan. You can also review the How to Pick a Health Plan fact sheet on this website:

<https://NevadaMedicaid.nv.gov/Members/BLU/MCOMain/>

If you are in a Managed Care Plan (MCO) – Please call your plan at:  
Anthem Blue Cross and Blue Shield – **(844) 396-2329**  
CareSource - **(833) 230-2058**

Health Plan of Nevada – **(800) 962-8074**  
Molina Healthcare of Nevada - **(833) 685-2102**  
Silver Summit Health Plan – **(844) 366-2880**

Dental Benefits: Liberty Dental – **(866) 609-0418**

If you need more help, you can email [Medicaid@nvha.nv.gov](mailto:Medicaid@nvha.nv.gov) or call your local Nevada Medicaid office at:

Northern Nevada – **(775) 687-1900**  
Southern Nevada – **(702) 668-4200**

## **6. How do I find a doctor or specialist?**

If you are in a Managed Care Plan health plan, please call your plan at:

Anthem Blue Cross and Blue Shield – **(844) 396-2329**  
CareSource- **(833) 230-2058**  
Health Plan of Nevada – **(800) 962-8074**  
Molina Healthcare of Nevada - **(833) 685-2102**  
Silver Summit Health Plan – **(844) 366-2880**

Dental Benefit: Liberty Dental – **(866) 609-0418**

You can also email Nevada Medicaid at [Medicaid@nvha.nv.gov](mailto:Medicaid@nvha.nv.gov) or call your local Nevada Medicaid office at:

Northern Nevada – **(775) 687-1900**  
Southern Nevada – **(702) 668-4200**

If you are on the Fee for Service plan, you can visit our website at [Medicaid.nv.gov](https://www.Medicaid.nv.gov). Go to the Member page under ‘Find a Provider’.

## **7. What is my assigned Managed Care health plan?**

You can find out what Managed Care health plan you are assigned to by emailing [Medicaid@nvha.nv.gov](mailto:Medicaid@nvha.nv.gov) or calling the Medicaid

Customer Service Line at:

Northern Nevada – **(775) 687-1900**  
Southern Nevada – **(702) 668-4200**

You can also sign up for the Nevada Medicaid App, which will show you your assigned plan and if it is active. The app is available for download in the [Apple App store](#) and [Google Play store](#). A web-based version is available here: <https://mdp.medicaid.nv.gov/>. The app is currently available for anyone 18 and over.

## **8. Is my Medicaid active?**

You can find out what Managed Care health plan you are assigned to by emailing [Medicaid@nvha.nv.gov](mailto:Medicaid@nvha.nv.gov) or calling the Medicaid

Customer Service Line at:

Northern Nevada – **(775) 687-1900**

Southern Nevada – **(702) 668-4200**

You can also sign up for the Nevada Medicaid App, which will show you your assigned plan and if it is active. The app is available for download in the [Apple App store](#) and [Google Play store](#). A web-based version is available here: <https://mdp.medicaid.nv.gov/>. The app is currently available for anyone 18 and over.

## 9. How do I change my Managed Care health plan?

You can change your health plan (Managed Care Plan) in the first 90 days after you enroll in Medicaid. Here is the form: [Final NMO-5006E MCO 90 Day Health Plan Change](#). The change will apply to everyone in the household.

You can also request a health plan change by calling Medicaid:

Northern Nevada – **(775) 687-1900**

Southern Nevada – **(702) 668-4200**

If you have already been enrolled in Medicaid for 90 days, you must wait until open enrollment, which takes place in October of every year. Keep your address up to date with the Division of Social Services to ensure you receive the open enrollment information: [NevadaMedicaid.nv.gov/UpdateMyAddress](https://NevadaMedicaid.nv.gov/UpdateMyAddress)

If you want to change your health plan outside of the open enrollment, fill out the [MCO Good Cause Disenrollment](#) form. Conditions apply.

## 10. I lost my Medicaid card.

To request a replacement Medicaid card, contact your local Division of Social Services office at (702) 486-1646 for Southern Nevada or (775) 684-7200 for Northern Nevada areas.

You can also sign up for the Nevada Medicaid App for instant access to a digital card. The app is available for download in the [Apple App store](#) and [Google Play store](#). A web-based version is available here: <https://mdp.medicaid.nv.gov/>. The app is currently available to anyone 18 or older.

To sign up, you will need your Medicaid ID number, date of birth, name and valid email to sign up. If you need your Medicaid ID, you can contact Nevada Medicaid at [DHCFP@dncfp.nv.gov](mailto:DHCFP@dncfp.nv.gov) or (775) 687-1900 or (702) 668-4200.

If you need a card from your Managed Care plan, call:

Anthem Blue Cross and Blue Shield – **(844) 396-2329**

CareSource: **(833) 230-2058**

Molina Healthcare of Nevada - **(833) 685-2102**

Silver Summit Health Plan – **(844) 366-2880**

United Healthcare Health Plan of Nevada – **(800) 962-8074**

### **11. A doctor sent me a bill even though I have Medicaid. What do I do?**

Contact the provider and make sure they have your Medicaid number. Tell the provider they need to bill Medicaid or your Health Plan. If you continue to get bills, call the Nevada Medicaid Customer Service line:

Northern Nevada – **(775) 687-1900**

Southern Nevada – **(702) 668-4200**

If you are in a Managed Care Plan (MCO) – Please call your plan at:

Anthem Blue Cross and Blue Shield – **(844) 396-2329**

CareSource: **(833) 230-2058**

Molina Healthcare of Nevada - **(833) 685-2102**

Silver Summit Health Plan – **(844) 366-2880**

United Healthcare Health Plan of Nevada – **(800) 962-8074**

Dental: Liberty Dental – **(866) 609-0418**

### **12. I have Medicare, who do I contact?**

You can visit their website at [www.Medicare.gov](http://www.Medicare.gov) or call **(800) 633-4227**.

### **13. How do I make a payment for Nevada Check Up?**

You can pay online or over the phone. To pay online, you will need your account number and payor ID from the back of your invoice. You can pay with a checking account (ACH), Visa, Mastercard, or Discover card.

Point your smartphone camera at the QR Code below and click the link that appears. Click “enroll” or “guest payment”.



[www.e-billexpress.com/ebpp/NVMedicaid/](http://www.e-billexpress.com/ebpp/NVMedicaid/)

For Nevada Check-Up billing questions or to pay over the phone, please call **(775) 684-3660** or email [NCU@nvha.nv.gov](mailto:NCU@nvha.nv.gov).

### **14. Who do I call for a ride to my doctor’s appointments?**

Non-Emergency Medical Transportation is available to Nevada Medicaid members who have full coverage benefits, and the appointment is with an enrolled Medicaid provider. Contact MTM at **(844) 879-7341**.

### **15. How do I pay my Katie Beckett Premium?**

You can pay online or over the phone. To pay online, you will need your account number and payor ID from the back of your invoice to make the payment. You can pay with a checking account (ACH), Visa, Mastercard, or a Discover card.

Point your smartphone camera at the QR Code below and click on the link that pops up. Click “enroll” or “guest payment”.



[www.e-billexpress.com/ebpp/NVMedicaid/](http://www.e-billexpress.com/ebpp/NVMedicaid/)

Katie Beckett billing questions or to pay over the phone, please call **(775) 684-3660** or email [dhcfpkatiebeckett@nvha.nv.gov](mailto:dhcfpkatiebeckett@nvha.nv.gov).

**16. Can I get help to pay a medical bill I received before my Medicaid was approved?**

You can request medical coverage for up to three months prior to your application date through the Division of Social Services. Call (702) 486-1646 for Southern Nevada or (775) 684-7200 for Northern Nevada.

**17. I've moved out of state and need to cancel my benefits in the State of Nevada. Who do I call?**

To cancel your benefits in the State of Nevada, contact the Division of Social Services at (702) 486-1646 for Southern Nevada or (775) 684-7200 for Northern Nevada.

**18. I have another health insurance policy that I need to add or remove from my account.**

Please call your local Nevada Medicaid office at:

Northern Nevada – **(775) 687-1900**

Southern Nevada – **(702) 668-4200**

Have your Member/Group identification and the name of the primary cardholder available. Have the effective date of enrollment or disenrollment from the policy ready when you call.

**19. When is my Welfare redetermination/renewal date?**

Please call DSS – Division of Social Services at:

Northern Nevada - 775-684-7200

Southern Nevada - 702-486-1646

Or you can login to your Access Nevada account online at [accessnevada.nv.gov](https://accessnevada.nv.gov).