



December 15, 2021 (Updated January 20, 2022)

Web Announcement 2655

Attention All Providers: Recipients May Request to Change Managed Care Organization (MCO) Plans

In December, Medicaid recipients who are members of Managed Care Organizations (MCOs) will receive notification from the Division of Health Care Financing and Policy (DHCFP) of their MCO assignment for January 2022. To minimize member disruption, approximately 60% of managed care members will stay with their assigned MCOs but will still have a choice for coverage under any of the plans. All members will be provided a choice form. The DHCFP will process the requests received no later than the next administrative month. For example, if the choice form is received in January, it will be processed, and the MCO choice will become effective no later than February. The final day for managed care members to switch plans for 2022 is March 31, 2022. If members do not wish to change plans, then no action is required.

The MCO Change Form is also attached here: [Member Choice Form](#)

The DHCFP will be receiving forms for processing as described below:

- **Email:** MCORedistribution@dhcfp.nv.gov (for members only starting January 1, 2022; requests from providers will not be processed)
- **Mail:** Nevada Medicaid, Attn: MCO Changes • PO Box 30042 • Reno, NV, 89520
- **Phone:** Nevada Medicaid and Nevada Check Up District Offices:
Northern Nevada: (775) 687-1900
Southern Nevada: (702) 668-4200

To process a change request, the minimum information required is:

- Name of the Head of Household (HOH)
- Name of the member requesting the switch (if other than HOH)
- Medicaid ID (of the HOH or member requesting switch)
- New MCO the member wants to switch to
- Case ID (if available)

Members interested in learning more about each managed care entity can be referred to the MCO websites for additional information.

Anthem Blue Cross and Blue Shield Nevada Medicaid

<https://mss.anthem.com/nevada-medicaid/home.html>

- Member Services (844) 396-2329
- Provider Services (844) 396-2330

Molina HealthCare

<https://www.meetmolina.com/nv-medicaid>

- Member Services (833) 685-2102
- Nevada Provider Line (833) 685-2103

Health Plan of Nevada (HPN)

<https://myhpnmedicaid.com/Provider>

- Member Services (800) 962-8074
- Provider Services (800) 745-7065

SilverSummit Healthplan

<https://www.silversummithealthplan.com/>

- Member and Provider Services (844) 366-2880

Additional information, including Frequently Asked Questions (FAQs), MCO change form, flyers and more, will be posted on the DHCFP website as it becomes available: <https://dhcfp.nv.gov/Members/BLU/MCOMain/>