



January 14, 2022 (Updated January 20, 2022)

Web Announcement 2683

Attention All Providers: Notify Medicaid Recipients to Act Immediately if They Wish to Switch MCO Plans

Nevada Medicaid recipients who wish to change Managed Care Organization (MCO) health plans are encouraged to submit a change request immediately. Nevada Medicaid will process requests received no later than the next administrative month. For example, if the form is received in January, the change will become effective no later than February. The final day for managed care members to switch plans is March 31, 2022. If members do not wish to change plans, then no action is required.

A [flyer](#) and suggested social media messages are included for your convenience or you may develop your own messaging.

The MCO Change Form can be found [here](#).

Nevada Medicaid will process change requests by:

EMAIL

Complete the form and email it to: MCORedistribution@dhcfp.nv.gov

US POSTAL MAIL

Send the form to:

Nevada Medicaid
Attn: MCO Changes
PO Box 30042
Reno, NV, 89520

PHONE

The Nevada Medicaid and Nevada Check Up District Office Call Center hours are being extended to be available from 7 a.m. to 6:30 p.m., through the month of January:

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

Minimum information required to process a change request:

- 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 health plan can go to <https://dhcfp.nv.gov/Members/BLU/MCOMain/> and/or contact each plan.

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.welcometomolina.com/NV>

- 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

SUGGESTED SOCIAL MESSAGES

Take a photo of this image to include in your message:



Relevant Link: <https://dhcfp.nv.gov/Members/BLU/MCOMain/>

Medicaid members can compare health plans and switch until March 31st. Changes will not occur until the beginning of the month after your request is received. Talk to your current Managed Care Plan if you have current medication or healthcare needs.

Take a photo of this image to include in your message:



Relevant Link: <https://dhcfp.nv.gov/Members/BLU/MCOMain/>

Do you want to switch your Medicaid health plan? You don't have to wait on the phone. Go to [DHCFP.NV.GOV](https://dhcfp.nv.gov) and click on the banner "Compare Health Plans and Switch." You can complete the form and submit. Changes will not occur until the beginning of the month after your request is received. Talk to your current Managed Care Plan if you have current medication or healthcare needs.



Nevada Department of
Health and Human Services
DIVISION OF HEALTH CARE FINANCING AND POLICY

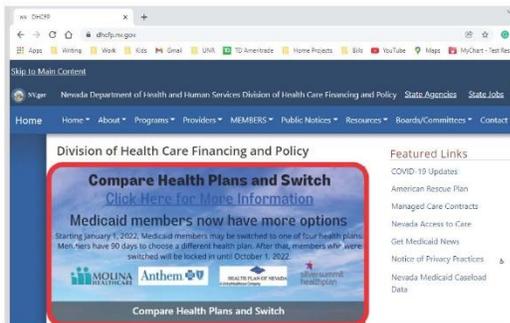
**Don't wait to switch plans.
Deadline is March 31, 2022**

Nevada Medicaid, Jan 2022

Nevada Medicaid has added



to the list of plans available to Nevadans



**Compare plans, download
the form and switch
<https://dhcfp.nv.gov>**

Members can also call
Call centers hours are extended through January
7 AM to 6:30 PM, Monday - Friday

SOUTHERN NEVADA	NORTHERN NEVADA
702-668-4200	775-687-1900

What info is needed to switch plans?

- 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)

For more information, write to: ManagedCare@DHCFP.nv.gov