



January 14, 2022 (Updated January 20, 2022)

Web Announcement 2684

## Attention All Providers: Nevada Medicaid and Nevada Check Up District Office Call Center Hours Extended to Assist Recipients

Starting Tuesday, January 18, 2022, Nevada Medicaid and Nevada Check Up District Offices will extend their call center hours to be available from 7 a.m. to 6:30 p.m. through the month of January. Please consider posting the [attached flyer](#) in a prominent place for Medicaid recipients and distributing the suggested social media messages below or developing your own messages for your patients.

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.

Medicaid District Office Call Center telephone numbers are:

Northern Nevada: (775) 687-1900

Southern Nevada: (702) 668-4200

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

### 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/>

*Nevada Medicaid is extending hours of the District Offices to meet high demand as members change health plans starting January 18<sup>th</sup> through January. Call center hours will be from 7am to 6:30 pm Monday through Friday. Offices are open 8 am to 5 pm Monday through Friday. Offices and call centers will be closed Monday, January 17, in observance of Martin Luther King, Jr. Day. Customer service numbers are: (702) 668-4200 and (775) 687-1900.*

**OR**

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

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

# Nevada Medicaid Call Center Hours Extended

Nevada Medicaid, Jan 2022

To meet high demand as members change health plans, call centers hours are extended through January

## 7 AM to 6:30 PM, Monday - Friday

**SOUTHERN NEVADA**  
**702-668-4200**

**NORTHERN NEVADA**  
**775-687-1900**

**Medicaid is now offering more choices**



For more information, go to <https://dhcfp.nv.gov/>

## Ways To Stay Informed

**1. Sign up for Medicaid Member News**



**2. Update your mailing address:**

[AccessNevada.DWSS.NV.GOV](http://AccessNevada.DWSS.NV.GOV)

or call the Division of Welfare & Supportive Services at 702-486-1646 or 1-800-992-0900.



For questions, go to <http://dhcfp.nv.gov/Contact/ContactUsForm/>