



March 17, 2022

Web Announcement 2740

COVID-19 UNWIND: Attention All Providers - Please Begin Recipient Outreach to Plan for End of the COVID-19 Public Health Emergency

While no date has been announced for the declaration of the end of the COVID-19 Public Health Emergency, many Nevadans may be at risk of losing their health insurance when the Public Health Emergency ends. To ensure access to health care during the COVID-19 pandemic, the Division of Welfare and Supportive Services (DWSS) suspended member/recipient eligibility redeterminations. DWSS is now preparing for eligibility reviews to resume. DWSS, Nevada Medicaid and their partners want to ensure that recipients continue to receive information.

Nevada Medicaid is asking providers, partners, Managed Care Organizations (MCOs) and others to encourage Medicaid recipients to update their contact information now, get ready to renew their coverage, or be prepared to transition to other health insurance. Below and attached are resources providers can use when communicating with recipients.

1. Use suggested emails, social media and other messages provided by the Centers for Medicare & Medicaid Services to reach out to recipients. Each provider, MCO and partner can create their own messaging.
[English Messaging](#)
[Spanish Messaging](#)
2. Post the following flyers publicly in offices and distribute to Medicaid recipients:
 - a. Flyers ([attached](#))
 - b. Rack Cards ([attached](#))
 - c. Conference Cards ([attached](#))
 - d. Update Your Address ([attached](#))
3. Encourage recipients to update their addresses:
 - a. Through the [Access Nevada portal](#)
 - b. [Visit a Northern or Southern Nevada Office](#)
 - c. [Complete this form and email to: **welfare@dwss.nv.gov**](#)
 - d. **Call: 1-800-992-0900**
4. Direct recipients who need to transition to other insurance to [Nevada Health Link](#):
<https://www.nevadahealthlink.com/>
5. Encourage recipients to download the [NVMedicaid App](#) to receive messages.
6. Ask recipients to sign up for Nevada Medicaid Member News direct from Nevada Medicaid [here](#).

Providers may find additional information on Nevada Medicaid's [COVID-19 webpage](#). In addition to regularly checking for Web Announcements at www.medicaid.nv.gov, providers may sign up for email notifications from Nevada Medicaid [here](#).

Have you heard the news?



will restart eligibility reviews.



DON'T RISK A GAP IN YOUR MEDICAID OR CHIP COVERAGE. GET READY TO RENEW NOW.

Following these steps will help determine if you still qualify:



Make sure your contact information is up to date.



Check your mail for a letter.



Complete your renewal form (if you get one).

Have Questions?

Visit



or call



for help or to update your contact information today.

¿Escucho la noticia?

reiniciará las revisiones de elegibilidad.



NO ARRIESGUE UNA INTERRUPCIÓN EN SU COBERTURA DE MEDICAID O CHIP PREPÁRESE PARA RENOVAR AHORA.

Seguir estos pasos ayudará a determinar si aún califica:



Asegúrese de que su información de contacto esté actualizada.



Revise su buzón en busca de una carta.



Llene su formulario de renovación (si recibe uno).

¿Tiene Preguntas?

Visite

o llame

para obtener ayuda o para actualizar su información de contacto hoy.

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Nevada Department of
Health and Human Services
Helping People
It's who we are and what we do.

Medicaid Members: Update your contact information to protect your coverage. Here's how.

March 2022

Important Information:

Notices regarding case information are mailed to the address on file.

There are four easy ways to make sure your address is updated and correct.

1. FASTEST METHOD: THE WEB

Update your address & go paperless using the portal: AccessNevada.DWSS.NV.gov



2. IN PERSON

Northern Offices

<https://tinyurl.com/356w2mm6>



Southern Offices

<https://tinyurl.com/ymf6y736>



3. MAIL, EMAIL, FAX THE FORM

Complete the form:

<https://tinyurl.com/yc85w4ep>



Send by email: welfare@dwss.nv.gov, FAX: 702-486-1837 or

US mail: DWSS, P.O. Box 15400 Las Vegas, NV 89114

or carry to any office listed at the web address under number 2 above.

4. CALL

Please be prepared for extended wait times.

702-486-1646 or 1-800-992-0900

For more information, write to: Welfare@dwss.nv.gov