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Nevada Medicaid Web Announcement 3279

## COVID-19 UNWIND: Attention All Providers and Community Partners: Free Medicaid Resources to Assist Recipients

New and free resources are now available for providers and community partners to share with Nevada Medicaid recipients to help keep them insured.

1. The Division of Health Care Financing and Policy (DHCFP) will send you free printed tear sheets in English and Spanish that you can conveniently display at counters for customers (see the images shown at the end of this announcement). Limit 5 Spanish and 5 English per customer while supplies last. Just email [DHCFP@dhcfp.nv.gov](mailto:DHCFP@dhcfp.nv.gov) with the subject line *Printed Medicaid Materials Request*. Include how many you would like, your name, and your mailing address. **Please forward this message to anyone who would like to order these materials from Nevada Medicaid.**
2. Other free printed Medicaid materials in many languages can be delivered directly to you at no cost by following these steps:
  - Go to the following Centers for Medicare & Medicaid Services (CMS) website: <https://productordering.cms.hhs.gov/pow/>.
  - Create an account.
  - Select "Featured Marketplace."
  - On the Product Ordering webpage, search "Medicaid."
  - Select products and order them.
  - Display them when they arrive.
3. State Health Values Strategies has posted new social media messages you can download and use to communicate with Nevada Medicaid recipients: <https://socialpresskit.com/shvs>. The following contact information will help answer your questions regarding the materials:
  - PHONE: 702-486-1646 (South) or 775-684-7200 (North)
  - Division of Welfare and Supportive Services (DWSS)/Welfare WEBSITE: [AccessNevada.dwss.nv.gov](https://AccessNevada.dwss.nv.gov)
  - MARKETPLACE: [NevadaHealthLink.com](https://NevadaHealthLink.com)
  - EMAIL: [RenewMyMedicaid@DWSS.nv.gov](mailto:RenewMyMedicaid@DWSS.nv.gov)
  - Follow us and share on social media! Nevada Medicaid and the Medicaid eligibility agency [Division of Welfare and Supportive Services](#) share important messages on the [Department of Health and Human Services social media](#). Our partners and providers are encouraged to follow and share these relevant posts with their followers.

The [Member Outreach website](#) also provides more resources to help keep Nevadans insured. If you have suggestions or need help catering messages to your audience, please contact [Nevada Medicaid Public Information Officer Ky Plaskon](#).

### Medicaid renewal reminders to assist your patients who are Medicaid recipients with keeping their insurance:

When you engage with a recipient by phone, in person and/or by email:

1. Ask recipients to watch for a renewal packet in the mail around their renewal date. Notify them that the packet should arrive by mail.

2. Ask recipients if their address is up-to-date and point them to the [UpdateMyAddress flyer](#). You may publicly post the flyer and distribute it.
3. Recipients can take pictures of their completed packet and send the pictures to [RenewMyMedicaid@DWSS.NV.GOV](mailto:RenewMyMedicaid@DWSS.NV.GOV) or take completed packets to a local DWSS office, or send by mail or fax available [here](#).
4. Direct them to the ["Member" website](#) and print and post the [renewal flyer](#) in your office or waiting areas.

Please forward this message to anyone who may find it of interest so that they can [sign up for notifications](#) from Nevada Medicaid.

