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DEPARTMENT OF
HEALTH AND HUMAN SERVICES
Division of Health Care Financing and Policy
Helping people. It's who we are and what we do.



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COVID-19 (Novel Coronavirus) Frequently Asked Questions (FAQs) for Medicaid Recipients

Updated 3/18/20

1. QUESTION How do I apply for Medicaid?

ANSWER You can apply for Medicaid by contacting Division of Welfare and Supportive Services at <https://dwss.nv.gov/>, then click on the 'Access Nevada' link. With questions about your application or to make changes to your account or request a card, contact your local Welfare and Supportive Services office at (702) 486-1646 for Southern Nevada or (775) 684-7200 for Northern Nevada areas. You can also apply for other health care coverage at Nevada Health Link: www.nevadahealthlink.com or www.exchange.nv.gov or call (800) 847-2927.

2. QUESTION I have questions about COVID-19 and where to be tested. Who do I contact?

ANSWER Call Nevada's COVID-19 Hot Line at **(800) 860-0620** (M-F 7:00 AM-7:00 PM) or please call **Nevada 211** by dialing 2-1-1 (available 24/7). There is also information online at <http://dhcfp.nv.gov/covid19> or <https://NVhealthresponse.nv.gov>.

3. QUESTION Will all Medicaid services still be covered?

ANSWER Yes, all services covered under your Medicaid health plan will continue. For coverage questions, please see contacts listed in question four below.

4. QUESTION I have a question about my Medicaid coverage and/or benefits. Who can I contact?

ANSWER Please call your local Nevada Medicaid office at:
Carson City - **(775) 684-3651** Elko - **(775) 753-1191**
Las Vegas - **(702) 668-4200** Reno - **(775) 687-1900**

****Please note at this time – the Nevada Medicaid offices are not open to the public for in person services****

If you are in a Managed Care Plan (MCO) – Please call your plan at:
Anthem Blue Cross and Blue Shield – **(844) 396-2329**
Health Plan of Nevada – **(800) 962-8074**
Silver Summit Health Plan – **(844) 366-2880**
Liberty Dental – **(866) 609-0418.**

5. QUESTION I have Medicare, who do I contact?

ANSWER You can visit their website at www.Medicare.gov or call **(800) 633-4227.**

6. QUESTION My child(ren) is on Nevada Check-Up and I need to make an immediate payment. How do I do this?

ANSWER Please mail payments to the following address:

Nevada Check-Up
P.O. Box 847346
Los Angeles, CA 90084-7346

For Nevada Check-Up billing questions, please call **(775) 684-3660**.

7. QUESTION I have a doctor's appointment scheduled for something unrelated to COVID-19. Can I still attend?

ANSWER Please contact your provider for information regarding the status of any scheduled appointments.

8. QUESTION Is Non-Emergency Transportation still operating?

ANSWER Yes, Non-Emergency Transportation is still available to Nevada Medicaid recipients seeing an enrolled Medicaid provider. Contact MTM at **(844) 879-7341**.

9. QUESTION I receive Personal Care Services or Home Health services. Are those still available to me?

ANSWER Please contact your Personal Care Agency or Home Health Provider to see if they are still providing services. If your current provider is unable to manage your care at this time, please contact your primary health care provider for recommendations. If you still need assistance, please call the Medicaid office in your area at:

Carson City - **(775) 684-3651** Elko - **(775) 753-1191**
Las Vegas – **(702) 668-4200** Reno - **(775) 687-1900**

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10. QUESTION I attend Adult Day Health Care. Can I still attend?

ANSWER Please contact your Adult Day Health Care Provider to make sure they are open. Only attend if you are feeling well.

11. QUESTION My family member is in a Hospital or Skilled Nursing Facility. Can I visit them?

ANSWER It is up to each Hospital and Skilled Nursing Facility (SNF) to direct patient care. Please call the Hospital or SNF to see what restrictions they have at this time.