

Health Plan of Nevada

2020 OEP Campaign Submission

November 12, 2019



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

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Introduction



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This is Health Plan of Nevada's submission to the State Medicaid Office for approval of its 2020 open enrollment campaign.

This submission was created to appeal to the Medicaid population by focusing on the value we bring to our members and our compassion as an organization.

Simplified Submission Format:

We simplified our submission format by providing examples of tactics we may use and then the variable data and content. This provides an easier review process (removing the majority of brackets), as well as flexibility for HPN to adjust approved content as needed.

Using variable data gives HPN the flexibility to mix and match their plan benefits, programs and services as needed to best represent the plan to members and prospects. Communications to members can include *any variation* from the lists of items contained in this submission.

EXAMPLE:

"Our <VALUE> offers things like <VALUE>" becomes "Our **Medicaid plan** offers things like **nutrition classes.**"

Assumptions



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This submission contains original scripting and creative that, at the point of production, may require changes due to adjustments in services, operations, or creative implementation.

Grammar, punctuation and capitalization may be adjusted at any time to accommodate variable data selected. This may include the addition of words, such as “and” or “with,” as well as changing words to plural, singular, and past or future tense, for example.

Meaningful access taglines, disclaimers, and material identifiers will be added as needed.

Online information may include links to provider directories, drug lists, privacy notices, terms of use, etc.

Not all components of the submission may be produced. Components may be used at any time. The tactics may expand based on new opportunities discovered.

Website addresses and phone numbers will be populated as appropriate.

Pieces of this submission will be translated into Spanish at the time of final production.

The Health Plan of Nevada logo may be included on any material and is not noted on each individual item. HPN may substitute Health Plan of Nevada at any time.

Footnotes, such as “Some restrictions may apply”, “Applies to qualified individuals”, “Contracted providers are subject to change without notice,” “Southern Nevada only, “Northern Nevada only” may appear when applicable.

New services and benefits can be added as needed.

Examples of Tactics



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- TV spot
- Video
- Radio
- Radio liner
- Print ad
- On-hold messaging
- Outbound call script
- Signage, such as poster/banner
- Bus stop shelter
- Mailing envelope
- Web banner/ad
- Digital board
- Mobile board
- Search engine marketing (SEM)
- Social media, such as posts/ads/hashtags
- E-communications, such as emails/texts
- Collateral, such as booklets/brochures/flyer
- Direct mail
- Digital assets, such as mobile apps/landing pages/websites
- Promotional items

Variable Data:



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The following information provides guidance on how variable data/values will be used. Variable content/values may be any one or combination of the following:

Variable Data: Plan and Taglines



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Plans

- Health Plan of Nevada's Medicaid plan
- Medicaid plan
- Medicaid plan by Health Plan of Nevada
- Health Plan of Nevada is a UnitedHealthcare Company
- Health Plan of Nevada, a UnitedHealthcare Company
- Southern Nevada
- Northern Nevada

Taglines

- Discover the difference.
- Coverage you need. Benefits you deserve.
- Coverage you need and benefits you deserve
- Get the coverage you need and benefits you deserve
- Coverage you need
- Benefits you deserve
- Here today. Here to stay.
- Taking care of Nevadans for <over 35> years
- <Over 35> years taking care of Nevadans
- Serving Medicaid members for <over 20> years
- We've been serving Nevadans for <more than 20> years
- Over <20> years serving Medicaid members
- We've been serving Medicaid members for over <20> years
- From a company that's served Nevada over <35> years
- Nevada born
- Vegas born
- I choose HPN
- We're experienced, dedicated and here for you
- Experienced.
- Dedicated.
- Here for you.
- Locally trusted for <over 35> years
- Your life. Your choices.
- Your insurance. Simple.
- Experts in what you need
- We're like a hug. Something simple, yet very, very important.
- Moving from health coverage to health care.

Variable Data: Campaign Messaging



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Campaign messaging

- We're glad you're getting the coverage you need
- We're glad you're getting the benefits you deserve
- We're glad you discovered the difference
- What does <VALUE> offer Medicaid members that others don't?
- What does <VALUE> offer that other plans don't?
- Our <VALUE> offers things like <VALUE>
- No cost extra benefits <for> <including> (for value added)
- Our <VALUE> offers no cost extra benefits including <VALUE> (for value added)
- Plus, no cost extra benefits including <VALUE> (for value added)
- Did you know you may qualify for no cost extra benefits including <VALUE>? (for value added)
- You get great programs to help keep your family well
- You get great benefits to help keep you and your family healthy
- You get great services to help keep you and your family healthy
- <XX> reasons to switch to <VALUE>
- <XX> reasons to choose <VALUE>
- <XX> reasons <VALUE> is a good choice for you and your family
- <XX> reasons to stay with <VALUE>
- <XX> extra benefits at no cost to you (for value added)
- <XX> medical benefits <list of providers>
- <XX> medical benefits <XX> hospitals <list of providers>
- <XX> OB/GYN and women's health providers <list of providers>
- Get <VALUE> with our plan
- Make the most of your health plan
- Our <VALUE> members get <VALUE> and more
- With <VALUE>, you have access to <VALUE>
- With <VALUE>, you have access to <LIST OF PROVIDERS>
- Prescription and over-the-counter drugs are 100% covered with a prescription
- Our <VALUE> puts you first
- Our health plan puts you first
- Our plan covers <VALUE>
- Our plan covers you.
- A plan that's right for you.
- Great <plan/service/team/support/programs>
- Creating a more sustainable health care system
- Taking a whole person approach to care
- You're covered
- Covered
- At <VALUE>, we understand your day-to-day life is complicated enough and <you don't> <doesn't> need health insurance to further complicate things.
- Health care shouldn't only be great, but also easy to understand.
- We offer the benefits you need and additional services, care options and support.
- We provide covered services many insurance companies <typically exclude><don't>
- We offer our members a plan that fits almost every lifestyle.
- <XX> ways we support women's health
- <XX> ways we support your <mental health/family's health/family/children's health/wellness/health>
- <XX> contracted pharmacies <list of providers>
- <XX> urgent care centers <list of providers>
- <XX> 24/7 urgent care centers <list of providers>
- <XX> mental health services <VALUE>
- We believe the greatest relationships are built on communication and trust.
- Plans change. Change plans.
- You can change your plan.
- Change your plan to the one with <VALUE>.
- Change is good. Switch to <VALUE>.
- It's time to change.

Variable Data: Campaign Messaging



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Campaign messaging (continued)

- In a world that makes things difficult, you need a health insurance company/plan that makes things easier.
- It's important to have a health plan that's open with you and explains your benefits in a simple and easy way.
- Our strong partnerships with health care providers means we can offer the largest provider network in Nevada.
- We offer the largest provider network in Nevada, including <LIST OF PROVIDERS>
- Meeting social needs and addressing social determinants of health
- With so many health care companies/plans to choose from, go with experts you can trust to find great coverage and benefits.
- We understand the importance of offering quality health care that keeps our members happy and healthy.
- Ask any one of our members. For all stages of life, our members can trust their coverage from us.
- Core coverage <VALUE>
- Additional services and support <VALUE>
- Get behavioral health help.
- Behavioral health services can help you with personal problems that may affect you and/or your family. These problems may be stress, depression, anxiety or using drugs or alcohol.
- We offer the flexibility and choices that suit the needs you're seeking in a plan.
- Take advantage of the benefits and more by becoming a member.
- Did you know <VALUE>?

Variable Data:

Open Enrollment Messaging



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Open enrollment messaging

- If you have Medicaid, it's open enrollment time for your health plan
- Already a member of <VALUE>? Then you don't have to do anything. You'll keep your same great plan.
- If you love <VALUE>, you don't have to do anything this enrollment period
- Thank you for calling <VALUE>
- Important health plan information inside
- We hope you love your health plan
- We look forward to taking care of you and your family
- Medicaid open enrollment is here
- Medicaid open enrollment is <happening> now
- Medicaid open enrollment is <DATE> through <DATE>
- Keep the coverage you need and the benefits you deserve
- Keep the Medicaid plan you know and trust
- It's open enrollment time for your health plan
- If you're happy with <VALUE>, you don't need to do anything during open enrollment
- Questions about Medicaid?
- We can help
- It's time to switch to <VALUE>
- Open enrollment
- I choose <VALUE>
- I choose <VALUE> because <they> <VALUE>
- You have a choice. Choose <VALUE>.
- You have a choice. Stay with <VALUE>.
- You have a choice. Switch to <VALUE>.
- You have a choice. Choose the plan with <35> years of experience
- Local customer service
- The largest provider network in Nevada.
- It's time to choose <VALUE>
- The choice is yours
- Nevadans taking care of Nevadans
- It's right there in the name.
- You deserve a health plan that/with <VALUE>
- A United Healthcare Company
- We're part of UnitedHealthcare
- During open enrollment, <DATE> through <DATE>, you can renew or change health plans
- Check the <VALUE> box in the letter you received from Nevada Medicaid
- You'll automatically be renewed in your same plan
- We look forward to continuing to take care of you and your family
- If you have any questions, please call <VALUE> at <PHONE>, <Monday through Friday, 8 a.m. to 5 p.m. local time.> TTY users can dial 711
- Want to enroll in <VALUE>?
- See if you qualify for Medicaid
- You can apply for Medicaid coverage at <WEBSITE> or call <PHONE>
- If you want to switch to <VALUE>, check the <VALUE> box in the letter you received from Nevada Medicaid
- Looking for a plan?
- Already a member
- Ready to switch plans?
- During open enrollment for your health plan, we encourage you to take a look at <VALUE>
- Open enrollment ends <DATE>
- Medicaid open enrollment ends <DATE>
- You have a choice. Get <VALUE>.
- Time is running out. You only have until <DATE> to enroll.
- More Medicaid members choose <VALUE>.
- More Medicaid members switch to <VALUE>.
- Got <Medicaid?><VALUE?>
- Remember, open enrollment ends <DATE>.
- Do you qualify for <help><assistance><VALUE>?

Variable Data:

Introductions, Comments and Calls-to-Action



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Introductions/Closings

- Welcome to <VALUE>
- Thank you for choosing <VALUE>
- Thank you for switching to <VALUE>
- You've made the right choice
- We're here for you
- When it comes to health plan coverage, we know you have a choice.
- We look forward to continuing to serve you.
- Taking care of Nevadans is what we do.
- Hello
- Hello, it's nice to meet you.

Member Survey Comments

- Everybody is wonderful. I can't imagine them being any better.
- My doctors call and check up on me and I can do a video chat if I can't make it to the doctor.
- Health Plan of Nevada has been amazing and it is very easy to access information on the website.
- They send me the information that I need.
- Great customer service.
- When you call and ask for a doctor, they give you choices.
- They put my needs first.
- They make me feel like I am important. <I'm not just a number but a human being.>
- They have a good network of doctors.
- They've been very good to me and my son.
- They show that they care.
- They are real nice when I talk to them on the phone.
- I've had an excellent experience.

Calls-to-Action

- Learn more.
- Discover how.
- See rewards.
- Act now.
- Discover the plan that's right for you.
- Check out <VALUE>
- Visit <WEBSITE> to find out more
- Visit us online at <WEBSITE>
- Click here
- Find out more here
- Switch to <VALUE>
- Choose <VALUE>
- Call us at <PHONE>
- Call <PHONE> for more information
- Switch now
- Choose now
- Call now
- Click now
- For more information, call <PHONE> or visit <WEBSITE>
- When it's time to choose a health plan, choose <us><VALUE>
- Visit <WEBSITE> or call toll-free <PHONE>
- Click
- Call <us>
- Visit
- Stop by
- See <us>
- Join <us>
- Download
- Select
- Find
- Complete

Variable Data:

Health Plan Service



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Health plan service

- 24/7 (to be used with any service offered 24 hours a day, 7 days a week)
- Local health plan
- Local services
- We're local
- <20> years of local, friendly customer service
- Experienced team
- Compassionate team
- Individualized, personal care
- Because we're right here in Nevada, we have a special connection to our community
- Day or night, we're here for you
- We take care of our members
- Being part of Health Plan of Nevada means having access to our local member services team
- We're glad you called and look forward to providing you a personal experience for your health care needs
- Ask us about this great program today
- We have a whole team of people ready to help you get the coverage you need and benefits you deserve
- We can help you with that today
- We're happy to help
- Your health is important to us
- That's why we have different ways for you to get the health care you need.
- Ask us for more information about these services during today's call
- Hello, this is Health Plan of Nevada, your health plan provider, calling <Name First> <Name Last>
- Bilingual customer service assistants available Monday through Friday 8 a.m. – 5 p.m. to help with benefits
- Oral interpreter services
- Written materials provided in English and Spanish
- Voice response system
- We have different ways for you to get the health care you need
- We care about our community
- Coming soon
- Our team is available by phone or in person to assist you.
- <VALUE> is proud to support <EVENT NAME/ ORGANIZATION>.
- <VALUE> is proud to partner with <EVENT NAME/ ORGANIZATION>.
- <VALUE> is proud to participate in <EVENT NAME/ ORGANIZATION>.
- Taking care of you.
- Do you need a doctor?
- Get 24/7 access to care

Variable Data:

Wellness and Rewards



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Wellness

- Health education and wellness classes <in person><and><online>
- Topics include <VALUE>
- Stop smoking program <and medications>
- Smoking cessation program <and medications>
- Help to stop/quit smoking
- Diabetes management program/classes
- Asthma management <with peak flow meter>
- Help with asthma and diabetes
- Home and environmental assessments
- Healthy recipes
- Tips for healthy living
- Live well with <VALUE>
- Asthma and diabetes management
- Preventive care
- It doesn't take magic. It takes the right instruction and nutrition.
- Weight Loss Redefined <WLR>. Science based, results driven.
- Weight Loss Redefined <WLR> is a highly personal phone-coaching program <with a registered dietitian>.
- New service focused on vaping offered <to our members>.
- Nutrition consultations available.
- Telephonic consultations with a registered dietitian available.
- The journey to better health begins here.
- Make living healthy a habit.
- Telephonic <nutrition> consultations can help with <VALUE>.
- Diabetes
- Heart disease/health
- Weight management
- Nutrition <classes>
- Gastrointestinal disorders
- Kidney disease
- Food allergies
- Weight loss
- Vaping <consultations>

Rewards

- See rewards
- Earn rewards for wellness
- Earn rewards for taking care of yourself
- Earn rewards for taking care of you and your baby
- Earn rewards for taking care of you and your family
- Get rewards for wellness
- Get rewarded for taking care of yourself
- Get rewarded for taking care of you and your baby
- Get rewarded for taking care of you and your family
- Ask us about this program and other rewards you may be eligible for
- <VISA®> gift cards for certain wellness visits and immunizations
- <VISA®> gift card for completing well-child visits
- <VISA®> gift cards for qualifying members of our Healthy Pregnancy Rewards program
- Up to <\$60> in <VISA®> gift cards for qualified members of our healthy pregnancy rewards program
- Earn rewards for staying up-to-date with your health care
- Healthy has its rewards
- Get rewarded for healthy living
- Our plan rewards you for healthy habits
- Well-visit/immunization <VISA® gift card> <incentive program>
- Prenatal and postpartum <VISA® gift cards> <incentive program>
- Get rewards for moms and babies
- Incentive program<s>
- Earn rewards
- Get rewards

Variable Data:

Providers, Urgent Care, Emergency and Hospital Care



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Providers

- With <VALUE>, you have access to a/the large/largest network of doctors
- Over <XXXX> providers
- <XXX> providers <in our network> <to choose from>
- Large/largest provider network <in Nevada>
- <VALUE> has a/the large/largest provider network in Nevada
- Visit <WEBSITE> to look at our list of doctors
- Exclusive access to <LIST OF PROVIDERS/PROVIDER TYPE>
- Access to <LIST OF PROVIDERS> <CLINIC TYPE> <at> <ADDRESS>
- Pregnant members in their third trimester may receive care from their current OB provider even if the provider is not listed in the provider directory
- <XX> doctors and specialists
- Choice of family doctors and specialists
- Many doctors to choose from
- Contracted
- In our network
- <XXX> <LIST OF PROVIDERS> is/are in our network
- Direct access to a large network of <PROVIDER TYPE>
- Largest <PROVIDER TYPE> network/network of providers
- More <PROVIDER TYPE> than any other Medicaid plan in Nevada
- Health Plan of Nevada's Medicaid plan is accepted more than any other Medicaid plan in Nevada.
- Access to the largest women's health provider in Nevada
- Access to Nevada's largest women's health provider
- Access to several of Nevada's largest multi-specialty medical groups
- 24/7 access to care, including urgent care and virtual visits
- Wide choice of doctors
- Only plan with <LIST OF PROVIDERS>

Urgent Care

- Urgent care and emergency care
- Urgent care services
- 24/7 urgent care services
- Unlimited urgent care visits including access to Southwest Medical's 24/7 urgent care center
- Unlimited urgent care visits
- <XX> urgent care centers
- Urgent and emergent care visits
- Urgent care visits at home
- Get on-demand health care at home
- If you can't get to a doctor, a doctor can come to you.
- Urgent care house call<s>
- From <PROVIDER>
- Get on-demand care at home
- Get care at home
- Urgent care house calls can treat most things urgent care centers can
- Request care
- Avoid unnecessary trips to the ER
- Available <XX> days a week from <XXX> to <XXX>

Emergency and Hospital Care

- Emergency transportation
- Emergency care services
- Emergency services
- 24/7 emergency services
- Hospital services
- <XX> hospitals
- Inpatient hospital services, including surgery, X-ray and lab services
- Outpatient hospital services, including surgery, X-ray and lab services
- Inpatient/outpatient hospital care
- Emergency care
- Hospital care

Variable Data:

Family Services, Re-Entry Program



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Family services

- Family planning
- Family planning services and supplies
- Expecting a baby?
- Healthy Pregnancy Program includes <VALUE>
- Make our Tummy2Toddler mobile app your go-to source for everyday parenting
- Circumcisions for newborns
- Newborn circumcisions
- Breast pumps
- Maternity care
- Pregnancy and maternity services
- Pregnancy and breastfeeding classes
- Care before and after the birth of a baby
- Nurse case managers and social workers provide instruction and guidance during pregnancy
- Pregnancy education and breastfeeding instruction with a certified lactation consultant
- Pregnancy and new baby support mobile app
- Tummy2Toddler mobile app to track pregnancy progress
- Well-child visits (EPSDT)
- Well-child visits
- Immunizations and shots
- Sports physicals <for children>
- Pregnancy, maternity and family planning services
- Well and sick doctor visits
- Pregnancy case management
- Pediatric complex case management
- Only plan with <VALUE>

Re-Entry Program

- Kite for success with <VALUE>
- Start planning your future now
- Find out how <VALUE> can help you
- Speak to a case manager before release
- Set up a plan to eliminate barriers
- Assist with obtaining IDs
- Help with finding employment
- Access the largest network of medical and behavioral health providers in Nevada
- Obtain dental and vision services
- Help with family support
- Obtain clothing
- Find out if you qualify for programs like <VALUE>
- Sober living
- Housing
- Transportation
- Smartphones
- Education opportunities
- Peer support
- Send a Kite <to speak to a Health Plan of Nevada representative>

Variable Data:

Additional Services



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- Eye exams and eyeglasses
- Medical supplies and equipment
- Physical, occupational, and speech therapy
- Home health <care>
- Hearing tests and services
- Mobile medical center with two exam rooms, mammography, and lab
- Mobile medical center
- 24/7 virtual visits <using NowClinic>
- See a doctor on your smartphone or computer
- Video chat with a <doctor/Provider>
- Nursing and social worker case management
- Weight loss surgery
- 24/7 advice nurse
- End-of-life care
- Prescription and over-the counter drugs
- Medications
- Medical equipment and supplies
- Hearing tests and services
- Dental <services>
- Vision <services>
- Specialty care
- Personal care services
- ABA services for autism treatment
- Lab <work> and X-rays
- Podiatry <services>
- Eye exam, glasses, and contact lens yearly
- Immunizations <and flu shots>
- Vision (including an eye exam every 12 months)
- Concierge services
- Pharmacy/drug prescriptions including some over-the-counter drugs with a prescription
- Mail order and home delivery of specialty drugs
- Doctor <visits>
- Virtual visits with <VALUE>
- Specialist <visits>
- Social case managers
- Community health workers
- MyHPN app
- MyHPN online
- Online member center
- Search for MyHPN in your app store
- Get the <MyHPN> app
- Easy to use
- 24/7 access
- Keep track of your health plan information the easy way
- Together in one place.
- Easily manage your health plan information on the go.
- Get the MyHPN app and put/get your benefits at your fingertips.
- Search for a doctor, access/get your health plan ID card and more.
- Find out who is on record as your primary care provider (PCP).
- Talk with an advice nurse.
- Available 24/7.
- No appointment needed.
- Search for a doctor, specialist, facility or lab.
- View and email your health plan ID card.
- Save your health plan ID card to your wallet.
- Check the status of a prior authorization or referral.
- Access your health records.
- Update your contact information and address.
- Select communication preferences.
- Save your password with Touch ID or Face ID.
- Visit <WEBSITE> and sign in.
- Sign in with your Optum ID.
- First-time users will need to create an account.
- Get connected.

Variable Data: Additional Services



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Value added benefits (also identified as free or 100% covered or no cost extra benefits)

- No cost extra benefits (*for value added*)
- Boys & Girls Club membership for kids ages 5-18
- Boys & Girls Club memberships
- Transitional housing
- Temporary housing for medical care after the hospital
- Medical respite beds
- Long-term supportive housing
- Transitional care to help move from hospital to home
- Rides to doctor appointments, pharmacy and social services
- Rides to medical and social services appointments
- Transportation assistance to medical and social service appointments
- <Get> rides to and from your doctor/doctor's visits.
- <Get> help understanding the transportation system
- Bus passes
- Bus passes to get to <your> appointments
- Nevada high school equivalency test preparation class and exam
- High school equivalency test program
- Nevada ID card assistance
- Smartphone <with free minutes> and <unlimited texting> <from LifeLine>
- <Clinical coordinators> <community health workers (CHW)> <special team> to help with food, jobs, clothing, transportation, housing and rental assistance
- Parenting classes
- Smartphones
- Temporary and long-term supportive housing
- Parenting classes in English and Spanish
- Community health workers (CHW)
- <Preventive dental care for adults>
- Additional dental services above and beyond the basics.
- More/additional dental services

Variable Data: Behavioral Health



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Behavioral health

- Behavioral health and substance use services
- Inpatient behavioral health services
- Inpatient psychiatric services
- Inpatient alcohol and substance use treatment services
- Residential treatment center (under 21)
- Coordination of care from hospital to outpatient services
- Outpatient behavioral health services
- Psychiatric care (same day appointments)
- Support center (meals, showers, laundry, NA/AA meetings, therapy, medical services, employment services, recreation)
- Behavioral health support center
- Alcohol and substance use treatment
- Alcoholism and substance use treatment, including detoxification, treatment and sober living homes
- Sobering center
- Sober living homes
- Peer supported behavioral health and substance use therapy
- Individual, family and group therapy
- 24/7 crisis intervention services
- 24/7 mobile crisis team
- Mobile response team to evaluate members in the ER
- Online therapy visits through NowClinic
- Virtual visits for behavioral health
- Counselors available for behavioral health interventions at some provider offices
- Partial hospitalization program
- Intensive outpatient program
- Medication management
- Crisis stabilization unit for members in need of a higher level of care
- Sobering center and sober living homes
- Support for behavioral health and substance use disorders
- Exclusive access to the Nevada Behavioral Health Support Center
- Long-term injectable clinic providing medication to members five days a week
- Medication assisted treatment
- Neuropsychological services
- Psychological services
- Crisis stabilization services
- Basic skills training
- Psychosocial rehabilitation
- Day treatment
- Walk-in clinics
- Walk-in services to help with behavioral health medication
- Counselors available for behavioral health medications
- Case management in person and telephonic
- Care coordination
- Online behavioral health resources
- Walk-in medication management clinics
- Peer support for behavioral health and substance use disorders
- 24/7 crisis intervention and mobile crisis team
- Intensive case management program
- Virtual visits for behavioral health (online)
- Same-day behavioral health appointments
- Nevada Behavioral Health Systems
- NBH Support Center
- Get support services when you need them most
- Some of the services you can get at the support center are <daily meals and snacks, showers, medication checks, transportation, case management, peer support, individual and group therapy, personal care, proper treatment, one location>
- Important support services in one location

Thank you for your review of this submission. Should you have any questions about the information included, please contact:

**Ritchie Duplechien
(702) 838-2054**

Health Plan of Nevada requests confidential protection of this state-required submission as afforded under Nevada's Public Records Act and state contract #3260, and any other applicable laws or regulations, and that Division of Health Care Financing and Policy (DHCFP) a Division of the State of Nevada, Department of Health and Human Services (DHHS) classify submission as confidential and proprietary, disclosure of which would cause competitive harm to Health Plan of Nevada, as well as its affiliates. Further, under Federal Freedom of Information Act, submission is insulated from public release (5 USC 552 et seq.). Figures, data, pricing, calculations, and any formulae thereto within submission are not public record, nor should submission itself be construed as waiving any rights. Accordingly, we ask that, pursuant to state contract #3260 Section 3.17, should any request be made of DHCFP or DHHS or either's agent for the submission—in whole or in part, that DHCFP or DHHS or its agent, notify, Shawna DeRousse, Compliance Officer, Health Plan of Nevada, immediately so that Health Plan of Nevada, may preserve and protect its rights under the fullest extent of the law and at its own expense. Thank you.