

# Questions? Contact your health plan first

Anthem Blue Cross/  
Blue Shield

(844) 396-2329

Health Plan of  
Nevada

(800) 962-8074

Molina Healthcare of  
Nevada

(833) 685-2102

SilverSummit  
Healthplan

(844) 366-2880

## Dental Plan

Liberty Dental

(866) 609-0418

## IF YOU NEED INSURANCE OR YOUR INSURANCE CAN'T HELP YOU:

### For Medicaid Renewal and Eligibility:

Division of Welfare and  
Supportive Services

North: (775) 684-7200

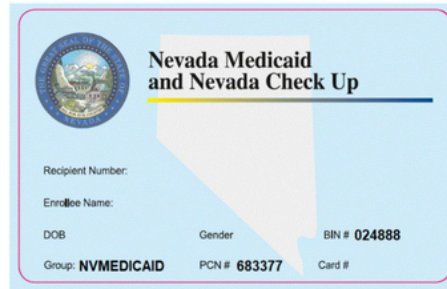
South: (702) 486-5000 & (702) 486-1646

### For Medicaid Customer Service:

Division of Health Care Financing &  
Policy

Las Vegas District Office: (702) 668-  
4200

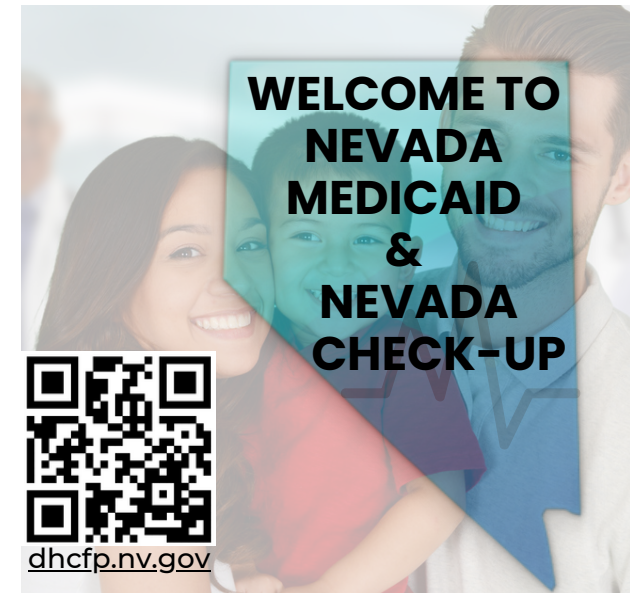
Reno District Office: (775) 687-1900  
All other areas: (866) 569-1746



## YOUR MEDICAID CARD

Each family member gets a card the first time they qualify for Medicaid or Nevada Check Up. The cards for Medicaid and Nevada Check Up look the same. If you lose Medicaid, DO NOT THROW AWAY THE CARD. If you qualify for Medicaid later, you will use the same card/ID number. If you lose your card, you can download the NV Medicaid App to access the card on your phone. Instructions to download the app can be found in this pamphlet. Your health plan may also provide a card.

Keep the cards in your wallet. Always show your Medicaid/Nevada Check Up card to your health care providers and pharmacists. Ask if they accept Medicaid each time you visit. For questions about your card, call Medicaid Customer Service: (866) 569-1746



We want you and your family to receive the health care you need. This guide will help you understand and use your Medicaid or Nevada Check-Up benefits.

These programs are operated by the Division of Health Care Financing and Policy, Department of Health and Human Services for the State of Nevada.

The Division of Welfare and Supportive Services determines whether you qualify for these programs. If anything changes in your household, such as address, income, or members of your family, please contact the Division of Welfare and Supportive Services office to report the changes. Contact information can be found in this pamphlet. We look forward to serving you.



## I MOVED! HOW DO I UPDATE MY ADDRESS?

Keep your address updated so that you receive important notices in the mail & stay insured.



[dhcfp.nv.gov/UpdateMyAddress/](https://dhcfp.nv.gov/UpdateMyAddress/)

## Keep in touch: NV Medicaid App

With the NV Medicaid App you can:

- Find providers
- Store your card
- Review your health information
- Get important messages

[Download the NV Medicaid App](#)



[dhcfp.nv.gov/resources/MDPResource/](https://dhcfp.nv.gov/resources/MDPResource/)



## WHAT SERVICES ARE AVAILABLE?

A list of covered services is available on the web. For a list, go to the website below or scan the QR code. Contact your health plan for additional benefits that they may provide.

[Welcome Members Website](#)



[dhcfp.nv.gov/Pgms/WelcomeMembers/](https://dhcfp.nv.gov/Pgms/WelcomeMembers/)

## IS MY INFORMATION PRIVATE?

Yes! Your health information is personal and private. Nevada Medicaid is required by federal law to protect the privacy of the information we have about you. We use your health information for treatment, to pay for treatment, to run the program, and evaluate the quality of care you receive. Federal privacy laws require that we provide you with a Notice of Privacy Practices, which explains our legal duties. The notice is provided to you when you receive your card. Copies are available from our Medicaid offices or at: [dhcfp.nv.gov](https://dhcfp.nv.gov)



## WHAT CAN I DO IF I AM DENIED A SERVICE?

You have the right to file an appeal when a service is denied, reduced, or terminated.

Here are the steps.

First, if you are enrolled with a health plan, contact them and go through their appeal process. They will review your claim and send you a Notice of Decision. The notice will explain how to file an appeal if you are denied.

If you do not agree with the decision or you do not have a health plan, you can continue with a Fair Hearing. Complete the Fair Hearing request form. The form is at the website below or scan the QR Code. Complete the form and send it to us using the instructions on the form.

[Hearings](#)



[dhcfp.nv.gov/Resources/PI/Hearings](https://dhcfp.nv.gov/Resources/PI/Hearings)