

Statewide Managed Care Questions & Answers

September 2025

Background

Starting January 1, 2026, Nevada Medicaid is rolling out managed care statewide, including in rural areas for the first time. Here are the plans to choose from in your area:

- **All rural areas** (including rural Washoe & Clark Counties): CareSource, Silver Summit.
- **Urban Clark County:** Anthem, CareSource, Health Plan of Nevada, Molina, Silver Summit.
- **Urban Washoe County:** Anthem, CareSource, Molina, Silver Summit.

Ask your doctors, providers, and pharmacies which plan they are with. These changes will improve health care in rural Nevada. Be sure to look for a letter in the mail about the change starting in October. Don't miss the letter. Update your address with this form:



Update your
address

1. What is changing?

Rural Nevadans can pick from two managed care health plans: CareSource and SilverSummit. Health care is expected to improve in rural Nevada.

In a 2024 survey, Medicaid members asked for:

- more preventive health;
- easier appointments;
- more doctors & providers.

We Listened. Managed care health plans will:

- focus on preventive health by offering incentives for those services.
- be held accountable for meeting appointment standards.
- bring more doctors & providers to rural Nevada.
- offer free extra benefits.

2. What are Managed Care health plans?

Managed Care health plans have teams of doctors and providers. If you are a Nevada Medicaid and Nevada Check Up member, you will get almost all of your covered services through the plan you pick.

3. Can I change plans?

You will be placed with a health plan in 2026. You have 90 days from your enrollment date to change plans. Use the [health plan change form \(English\)](#). You can request a form from Medicaid@nvha.nv.gov



Health Plan
Change Form

4. How will you be notified if you have a new health plan?

You will get a letter in the mail in October 2025 if you are going to get benefits from a health plan. The letter will have details and instructions. Be sure to update your mailing address and contact information. To update your address, see the attached “Medicaid Members: Update your address to keep your coverage.”

5. Which health plans will be available in my area and how do I contact them?

Check the map on question 13. Here is the contact information for each health plan:

All rural areas of the state, including rural Washoe & Clark:

[CareSource](#) (833) 230-2058 (Call after 10/1/2025)

[SilverSummit Healthplan](#): (844) 366-2880

Urban Clark County:

[Anthem Blue Cross and Blue Shield Healthcare Solutions](#): (844) 396-2329

[CareSource](#) (833) 230-2058 (Call after 10/1/2025)

[Health Plan of Nevada Medicaid](#): (800) 962-8074

[Molina Healthcare of Nevada](#): (833) 685-2102

[SilverSummit Healthplan](#): (844) 366-2880

Urban Washoe County:

[Anthem Blue Cross and Blue Shield Healthcare Solutions](#): (844) 396-2329

[CareSource](#) (833) 230-2058 (Call after 10/1/2025)

[Molina Healthcare of Nevada](#): (833) 685-2102

[SilverSummit Healthplan](#): (844) 366-2880

6. Can I request not to be moved into a health plan?

No. Only these members will not be switched:

Aged, blind, or disabled

Children in foster care

Youth in juvenile justice systems

People with certain disabilities

Katie Beckett members

People in home & community-based waivers

Members 65 and older

7. What benefits do managed care health plans have?

All health plans have the same basic benefits. They also have different [free extra benefits](#). Links to free extra benefits from each plan are available on the web page at the QR code below. CareSource information will be added on 10/1/2025.



8. How do you know if your doctor is part of your new health plan?

Ask your doctor which plan they are with, or ask health plans if your doctor is with them.

9. Will transportation be affected?

Health plans will arrange travel for you. Contact them to discuss your needs.

10. Will dental coverage change?

No. Dental benefits for rural Nevadans will stay under fee for service. Urban areas will continue to receive benefits through Liberty Dental.

11. Will you get a new Medicaid ID Card?

Your new health plan may send you a member card with instructions. Don't throw away your Nevada Medicaid ID Card. It will always be valid even if you change health plans.

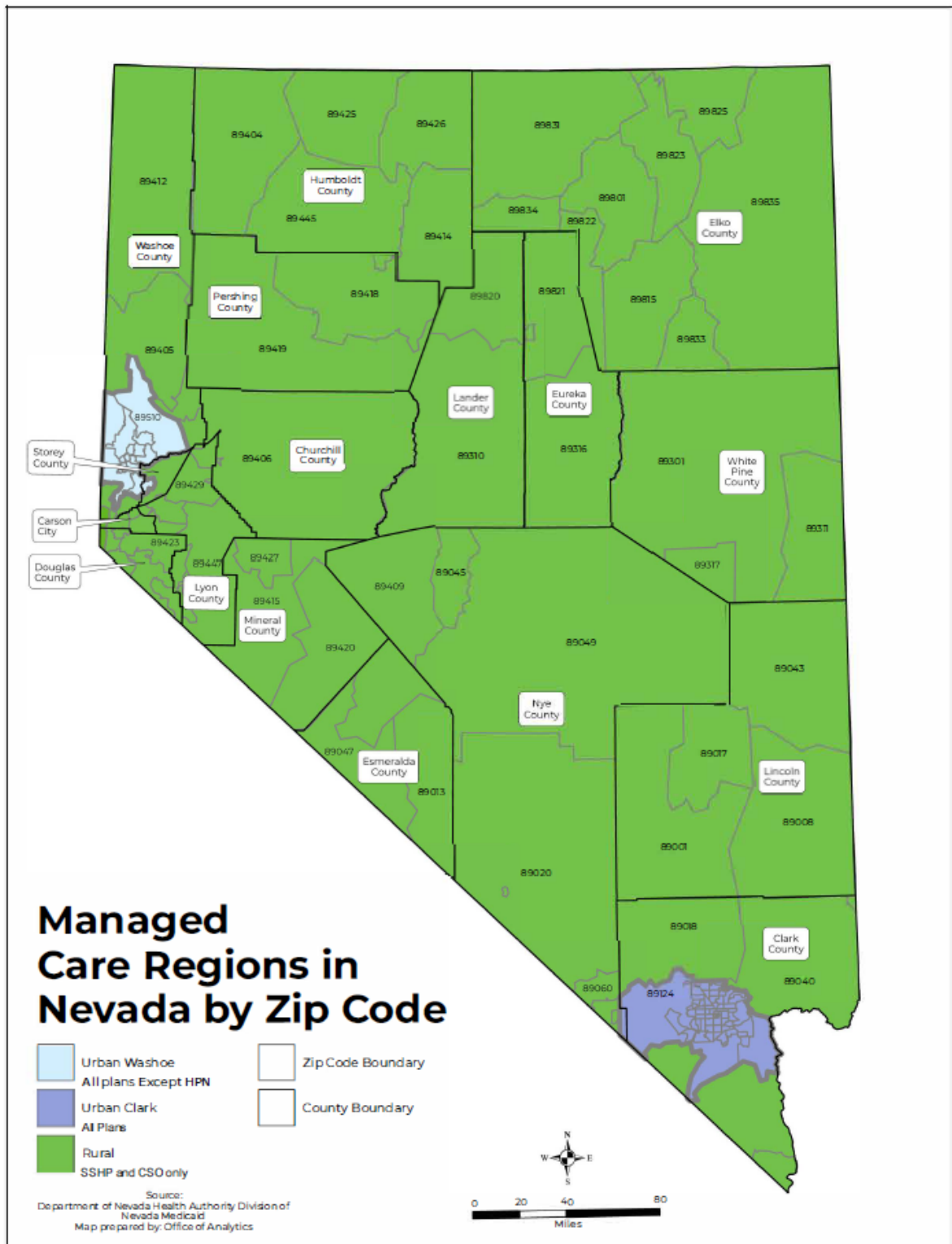
12. Do you have more questions?

Visit [Medicaid.nv.gov](https://www.Medicaid.nv.gov) for more information. Email us at Medicaid@nvha.nv.gov, or call:

- For Medicaid eligibility, call the Division of Social Services: 1-800-992-0900
- For all other Nevada Medicaid questions:
 - Medicaid@nvha.nv.gov
 - 1-800-992-0900
 - Southern Nevada: 702-668-4200
 - Northern Nevada: 775-687-1900

13. How will you know if you are in an urban or rural area?

This map shows which health plans are available in each county.



BIG CHANGES



are coming to rural Nevada Medicaid

Starting January 1, 2026, Nevada Medicaid is rolling out managed care with five health plans. Here are the plans to choose from in your area:

- All rural areas (including rural Washoe & Clark Counties): CareSource, SilverSummit.
- Urban Clark County: Anthem, CareSource, Health Plan of Nevada, Molina, SilverSummit.
- Urban Washoe County: Anthem, CareSource, Molina, SilverSummit.

Ask your doctors, providers, and pharmacies which plan they are with.

These changes will improve health care in rural Nevada.

Members need to look for letters in the mail starting in October and update their address at

AccessNevada.nv.gov

Help spread the word so that members and providers know about the changes. Thank you!



Scan the QR for more info and tools to help you share.



Questions? Write to StatewideMCO@nvha.nv.gov



GRANDES CAMBIOS



están llegando a las
zonas rurales de Nevada
Medicaid

A partir del 1 de enero de 2026, Medicaid de Nevada pondrá en marcha la atención médica gestionada con cinco planes de salud. Estos son los planes entre los que podrá elegir en su zona:

- Todas las zonas rurales (incluidos los condados de Washoe y Clark): CareSource y SilverSummit.
- Condado Urbano de Clark: Anthem, CareSource, Health Plan of Nevada, Molina y SilverSummit.
- Condado urbano de Washoe: Anthem, CareSource, Molina y SilverSummit.

Pregunte a sus médicos, proveedores y farmacias con qué plan están afiliados.

Estos cambios mejorarán la atención médica en las zonas rurales de Nevada. Los miembros deben estar atentos a las cartas que llegarán por correo a partir de octubre y de actualizar su dirección en:

AccessNevada.nv.gov

Ayude a correr la voz para que los miembros y proveedores estén informados sobre los cambios.

¡Gracias!



Escanee el código QR para obtener más información y herramientas que le ayudarán a compartir esta información.



¿Preguntas? Escriba a
StatewideMCO@nvha.nv.gov



Miembros de Medicaid: Actualice su dirección para proteger su cobertura.



Agosto 2025

Notificaciones referentes a la información del caso se envían por correo a la dirección registrada.
Hay cuatro maneras fáciles de asegurarse de que su dirección esté actualizada y correcta.

1. MÉTODO MÁS RÁPIDO: POR INTERNET

dhcfp.nv.gov/UpdateMyAddress/



Una forma

AccessNevada.nv.gov

Puedes usar
su cuenta



2. EN PERSONA

Oficinas del norte

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



Oficinas del sur

<https://tinyurl.com/ymf6y736>



3. ENVÍE EL FORMULARIO POR CORREO, EMAIL, O FAX

Complete el formulario:

<https://tinyurl.com/yc85w4ep>



Envíelo. Toma una foto del formulario completo y mandalo por email:

Welfare@DWSS.nv.gov, FAX: 702-486-1837;

correo postal: DSS, P.O. Box 15400 Las Vegas, NV 89114

o llévelo a una oficina de Welfare indicada en las instrucciones del numero 2 arriba.

4. Llama

Por favor anticipe tiempos de espera prolongados.

Sur: 702-486-1646 o Norte: 775-684-7200

Para más información, escriba a: Welfare@dwss.nv.gov

Medicaid Members: Update your address to keep your coverage.



Aug 2025

Notices are sent to you in the mail.

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

1. FASTEST METHOD: THE WEB

dhcfp.nv.gov/UpdateMyAddress/



Simple web form to update your address!

OR

Use your account to change address, go paperless and more

AccessNevada.nv.gov



2. IN PERSON

Northern Offices

tinyurl.com/356w2mm6



Southern Offices

tinyurl.com/ymf6y736



3. MAIL, EMAIL, FAX THE PAPER FORM

Complete the form:
tinyurl.com/yc85w4ep



Send the form by email: Welfare@dwss.nv.gov, FAX: 702-486-1837 or
US mail: DSS, P.O. Box 15400 Las Vegas, NV 89114
or carry to any office listed in the instructions at number 2 above.

4. CALL

Please be prepared for extended wait times.

South: 702-486-1646 or North: 775-684-7200

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



SU PLAN DE SALUD ¡ESTÁ MEJORANDO!

¿Preguntas?

Apunta la cámara de su teléfono al código QR para enviar un correo electrónico..



EN ENERO DE 2026, ALGUNOS MIEMBROS RURALES DE MEDICAID TENDRÁN ATENCIÓN ADMINISTRADA

Mantenerse saludable puede parecer un deporte.

Los planes de salud de Managed Care son como un equipo de doctores, enfermeras y entrenadores a tu lado. Los planes de salud comparten la información más reciente contigo para elegir a los mejores jugadores (doctores y tratamientos). También reciben consejos de expertos para asegurarse de que todo se haga en el momento y lugar adecuados para el mejor resultado para tu salud. **Tendrás un gran equipo con el que trabajar para mantenerte saludable y en el juego.**

¡JONRÓN!

¿POR QUÉ es bueno?



En una encuesta de 2024, los miembros de Medicaid solicitaron:

- más salud preventiva;
- citas más fáciles;
- más médicos y proveedores.

Nosotros Escuchamos -

Los planes de salud de Managed Care:

- Enfocar en la salud preventiva ofreciendo incentivos por esos servicios.
- Se responsable de cumplir con los estándares de citas.
- Atraiga más médicos y proveedores a Nevada rural.
- Ofrecer beneficios adicionales gratuitos.

¿QUÉ tengo que hacer?

1. **Actualiza** su dirección y revisa el correo para más información en otoño de 2025.
2. **Mantente informado** con la aplicación de NVMedicaid.
3. **Aprende más:** Sitio Web
4. **Contáctanos** para hacer preguntas:
StatewideMCO@DHCFP.nv.gov



¿QUIÉNES se verá afectado?

Miembros de Medicaid excepto:

- niños en cuidado de crianza;
- jóvenes en sistemas de justicia juvenil;
- personas con ciertas discapacidades;
- miembros de 65 años o más;
- personas en programas de exención basados en el hogar y la comunidad;
- miembros de Katie Beckett

1. **Actualiza**
su dirección



2. **Mantente informado**
Aplicación de NVMedicaid



3. **Aprende más**
Sitio Web



4. **Contáctanos**
para hacer preguntas:
StatewideMCO@DHCFP.nv.gov



Nevada Department of
Health and Human Services
DIVISION OF HEALTH CARE
FINANCING AND POLICY



YOUR HEALTH PLAN IS GETTING BETTER!

Questions?
Point your
smartphone
camera at the
QR code to
send an email.



**IN JANUARY 2026, SOME RURAL MEDICAID
members WILL HAVE managed care**

Staying healthy can feel like a sport.

Managed Care health plans are like a team of doctors, nurses, & coaches on your side. The health plans share the latest information with you to pick the best players (doctors and treatments). They also get advice from experts to make sure everything is done at the right time and place for the best outcome for your health. **You will have a big team to work with to keep you healthy and in the game.**

Home Run!

WHY is this good?



**In a 2024 survey,
Medicaid members
asked for:**

- more preventive health;
- easier appointments;
- more doctors & providers.

We Listened

Managed Care health
plans will:

- Focus on preventive health by offering incentives for those services.
- Be held accountable for meeting appointment standards.
- Bring more doctors & providers to rural Nevada.
- Offer free extra benefits.

WHAT

do I need to do?

1. **Update** your address & watch the mail for more info in fall of 2025.
2. **Stay informed** with the NVMedicaid App.
3. **Learn more:** Website
4. **Contact** to ask questions: StatewideMCO@DHCFP.nv.gov



WHO

will be affected?

Medicaid members except:

- children in foster care;
- youth in juvenile justice systems;
- people with certain disabilities;
- members 65 & older;
- people in Home & Community-Based Waiver programs;
- Katie Beckett members

1. Update your address → **2. Stay informed NVMedicaid App** → **3. Learn more Statewide website** → **4. Contact us with questions: StatewideMCO@DHCFP.nv.gov**



Nevada Department of
Health and Human Services
DIVISION OF HEALTH CARE
FINANCING AND POLICY