

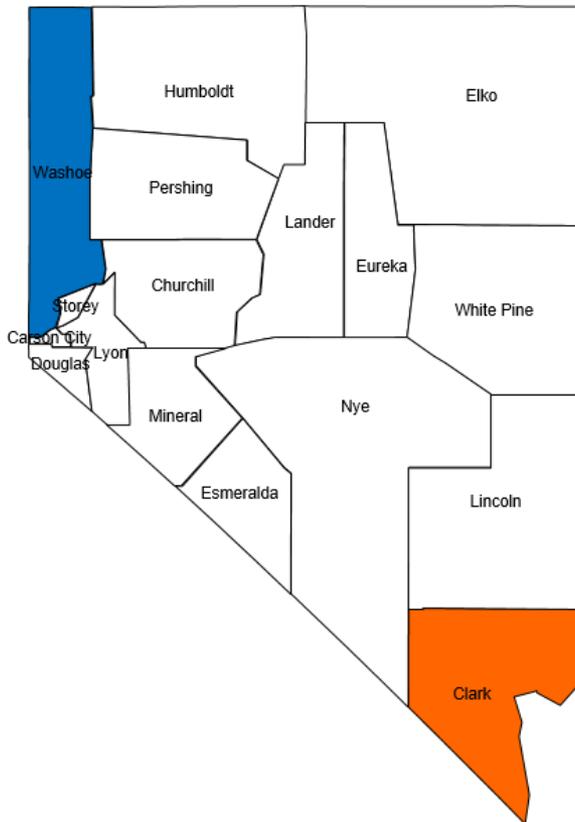


Health Plan of Nevada

Discover what our Medicaid plan can offer members and their families

Health Plan of Nevada: Medicaid Overview in Nevada

Health Plan of Nevada is the Market Leader for Nevada, holding over 48% of the market share.



- Over 285,000 members
- Service Areas: Urban Clark and Washoe Counties



HEALTH PLAN OF NEVADA

HPN Community Outreach Team

Improving Health Literacy

We are committed to removing barriers and creating access to healthcare and community resources in order for our members, the community and those who serve them, to live healthier lives.



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Day or night, we're here for you



24/7 Telephone Advice Nurse



Member Services



Transportation



Mobile Medical Center

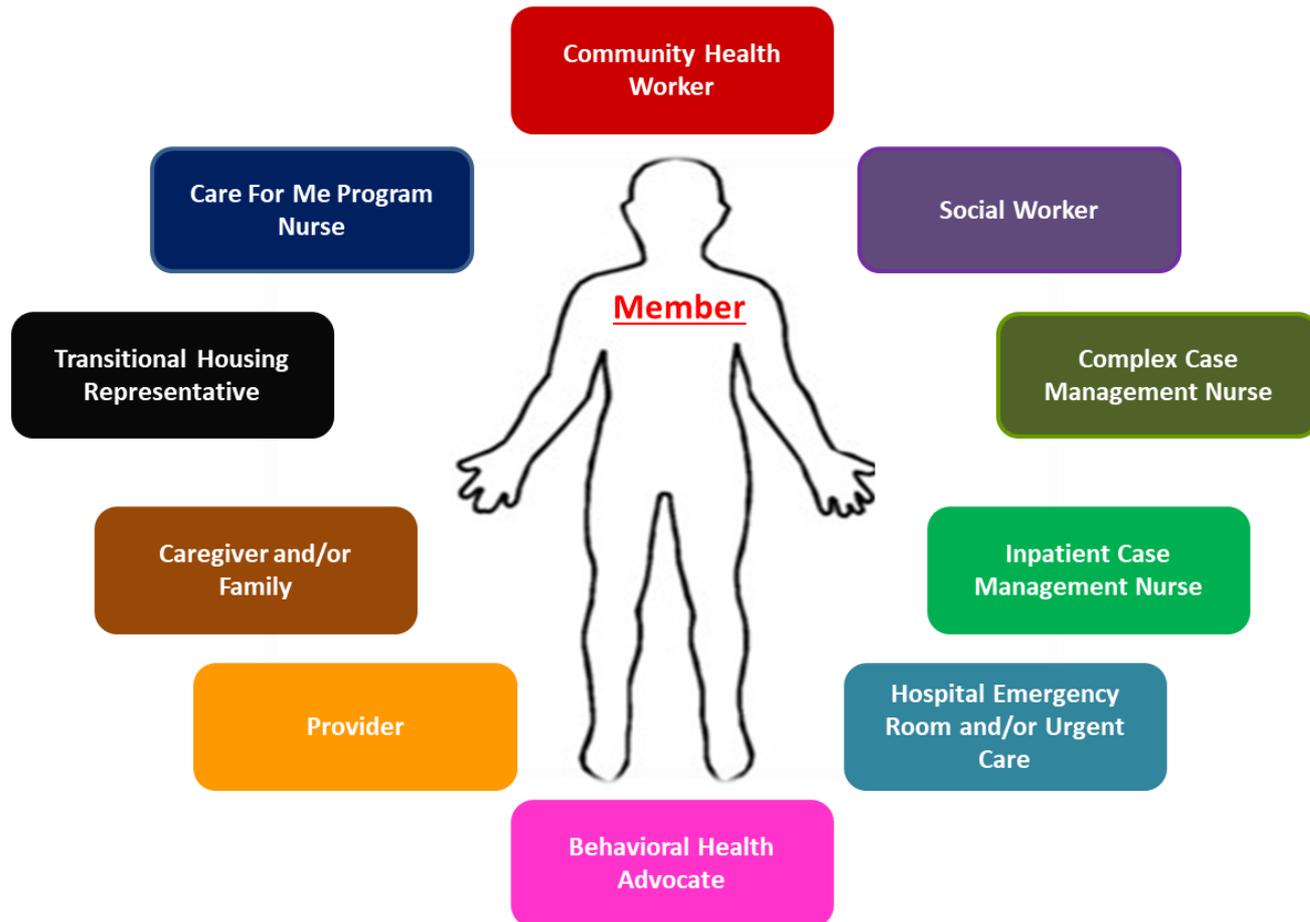


24/7 Virtual Visits



Mobile Urgent Care

Whole Person Care Model



Local Clinical & Social Case Management



**Inpatient RN
Case Management**



**Outpatient RN Pediatric,
Obstetrical, Adult Complex Case
Management**



**Behavioral Health
Case Managers**



Disease Management



**Licensed
Social Workers**



**Community
Health Workers**

What is a Community Health Worker?

CHWs have experience and skills in communicating and advocating both within the community and within the health care system.

- Builds trust through relationships
- Engages with members facing difficult issues
- Primary contact for clinical and social support
- Removes barriers
- Create positive experiences
- Helps navigate the healthcare system
- HPN was the first health plan in Nevada to integrate Community Health Workers into member care



Healthy Moms, Healthy Babies

The health of our pregnant members is important to us. That's why we go the extra mile to offer rewards for healthy living. Members may qualify for:



Breast pumps



Tummy2Toddler App



**PMAD Facilitator Trained RN
Case Management team**



**Lactation
Counseling**



**Virtual Healthcare &
Counseling**



**Prenatal & Postpartum
Visit Rewards**

Enhanced Transportation Assistance



Our case managers assist members with arranging transportation for medical needs through the state NEMT program, MTM, and provide support with the RTC Access application process.



HPN provides bus passes and curb to curb transportation for members for their medical and non-medical needs.



Health Plan of Nevada provided almost 3,000 curb to curb rides to members in need in 2020.

Added Value Benefits

**High School
Equivalency Test & Prep**



**Boys and Girls Club
Annual Membership**



**Cell Phone
Application Assistance**



**Identification Cards
& Birth Certificates**



**Health Education and
Wellness**

Health Education and Wellness



Nutrition



Diabetes



Weight management



Asthma



Stop smoking



Kidney health



Prediabetes



Online education



Telephonic support



Registered nurses



Registered dietitians



1:1 consultations

Behavioral Health Model of Care



Same Day Behavioral Health Services



Embedded Care Coordinators



Community Care Coordination & Support

Behavioral Health Support Center



Wrap Around Services-Social Determinant of Health



Member access to local care



Behavioral Health Hotline: [800.873.2246](tel:800.873.2246)



24 Hour Advise Nurse: [800.288.2264](tel:800.288.2264)



NowClinic Virtual Visits: [877.550.1515](tel:877.550.1515)



Member Services: [800.962.8074](tel:800.962.8074)



OB Hotline: [844.851.7830](tel:844.851.7830)



Community Health Worker: [877.487.6659](tel:877.487.6659)

Housing Possible Now



Southern Nevada



Supportive Housing

116 Scattered Site Units



Hostel Beds

50 Beds @ Shelters



Respite Housing

11 Bed Home



Transitional Housing

Crossroads



Sober Living

30 Community Beds



Emergency Housing

Variable Capacity

Housing Possible Now



Northern Nevada



Housing First

18 Beds



Transitional Housing

6 Bed Home



Respite Housing

8 Bed Home



Re-Entry Housing

5 Beds each month



Sober Living:

12 Beds



Youth Housing

6 Bed Home



Safe Beds

7 Beds

Diversion

- **Assisting Those in Incarceration**
 - Virtual & In person ‘Walk and Talks’
 - Medicaid Education
 - Kites
 - Case Management during incarceration
 - Discharge Planning
 - MAT - Medication Assisted Treatment
 - Housing
- **Judicial Advocacy for Members**
 - Medical
 - Behavioral Health
 - Social services
 - Community resources
 - Follow up case management
 - Reduce recidivism



Kite for Success with Health Plan of Nevada

Start planning your future now. If you're leaving in the next 30 days, and you've verified you have Health Plan of Nevada Medicaid, send a Kite requesting more information about your benefits. Let us help you navigate your medical and social needs before your release date. We're here to help you plan for success!

Find out how Health Plan of Nevada 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

You can also find out if you qualify for programs like:

- Sober Living
- Housing
- Transportation
- Smartphones
- Education opportunities
- Peer support

Ask about our 7 day/week support center. (Support center coming soon to the greater Reno area.)

 Send a Kite to speak to a Health Plan of Nevada representative.

 If you have questions, call **1-877-487-6659** and ask to be connected to a Community Health Worker.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-962-8074** (TTY: **711**).


HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

Health plan coverage provided by Health Plan of Nevada.

Law Enforcement Collaboration

- Some of our partners:

- STOP
- Bolden Coalition
- HOPE
- HOT
- MORE
- MOST
- LIMA
- LVMPD
- SPD
- CCSO
- WCSO
- P & P



Community Resources

We created an informational video to help members, potential members and organizations understand how Medicaid works.

English <https://myhpnmedicaid.com/Member/What-is-Medicaid>

Spanish https://myhpnmedicaid.com/Member/What-is-Medicaid/?sc_lang=es

- Resource page on [MyHPNMedicaid.com](https://myhpnmedicaid.com)
- Weekly emails to our community partners and providers
- Quarterly Care Based Organization Meetings



[Substance Use, Addiction and Recovery](#)



[Education](#)



[Infant and Children](#)



[Housing and Shelter](#)



[Employment and Unemployment Resources](#)



[Behavioral Health and Mental Health](#)



[Food Distribution and Groceries](#)



[COVID-19 Information and Other Community Resources](#)



[Health, Wellness and Dental](#)



[Social Services](#)



[Domestic Violence Resources and Help](#)



[Transportation](#)



[Financial Support and Programs](#)



[Legal and Immigration](#)



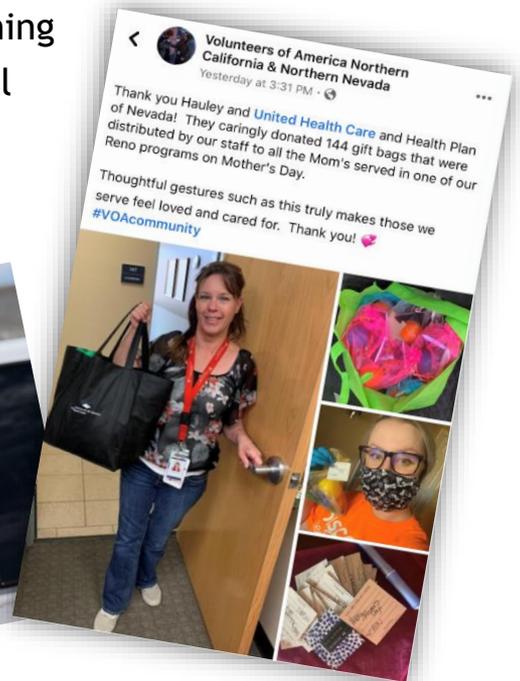
[LGBTQ](#)



[Events](#)

Community Outreach

- Catholic Charities of Southern Nevada
- Catholic Charities of Northern Nevada
- City of Las Vegas Courtyard
- UNR Family Medicine Child Wellness and Vaccine Event
- COVID-19 testing events
- Sparks Police Department & HOPE Team
- Springs Preserve
- Las Vegas Urban League
- Nevada Women in Trades
- Boys & Girls Club of Truckee Meadows
- Boys & Girls Club of Southern Nevada
- Food Bank of Northern NV
- Downtown Reno Partnership
- Eddy House
- WIC Offices
- Puentes
- Homeless Camps
- Nevada Partners
- REMSA
- Reno Food Systems Mobile Markets
- City of Las Vegas Homeless Pop-Up
- Northern Nevada Project Homeless Connect
- Las Vegas Culinary Academy
- HOPE Christian Health Centers
- Faith Based Organizations
- Acelero Learning
- Liberty Dental



Community Giving & Sponsorships

- Boys & Girls Club of Truckee Meadows
- Boys & Girls Club of Southern Nevada
- National Alliance on Mental Illness
- University of Nevada Las Vegas
- Research Education & Access
- Catholic Charities
- HOPE Team
- True Beginnings
- Foundation for Independent Tomorrow
- Reno Food Systems
- Just One Project
- Goody Two Shoes
- Valley View Christian Church
- Washoe County Human Services Agency
- Northern Nevada Literacy Counsel
- Truckee Meadows Community College
- Clark County Schools United Citizens Foundation
- Community Health Alliance
- Food Bank of Northern NV
- Renown Food Pantry
- Volunteers of America
- Las Vegas Rescue Mission
- Grace Living
- Las Vegas Urban League
- Eddy House
- Springs Preserves
- Safe Nest
- Grace Living
- Logisticare
- PolyGrarian Institute
- March of Dimes
- United Way
- Shade Tree



Closing gaps with community care

- **Reno Food Systems**

- \$15,000 donation
- High-quality, locally and naturally grown fruits and vegetables
- Addressing food disparities
- Accepts SNAP & Senior Farmers Market vouchers
- HPN Recipe cards & bags with purchase
- Double your Bucks program



- **Catholic Charities of Southern Nevada**

- \$1 million donation
- Meals on Wheels program
- Renewing Hope for Men program



Access to Care

- **Medicine on the Move**
 - Mobile Medical Center
 - Bringing access to underserved areas
 - Mammograms
 - Sick & Well Visits
 - Routine Labs
 - Flu Shots



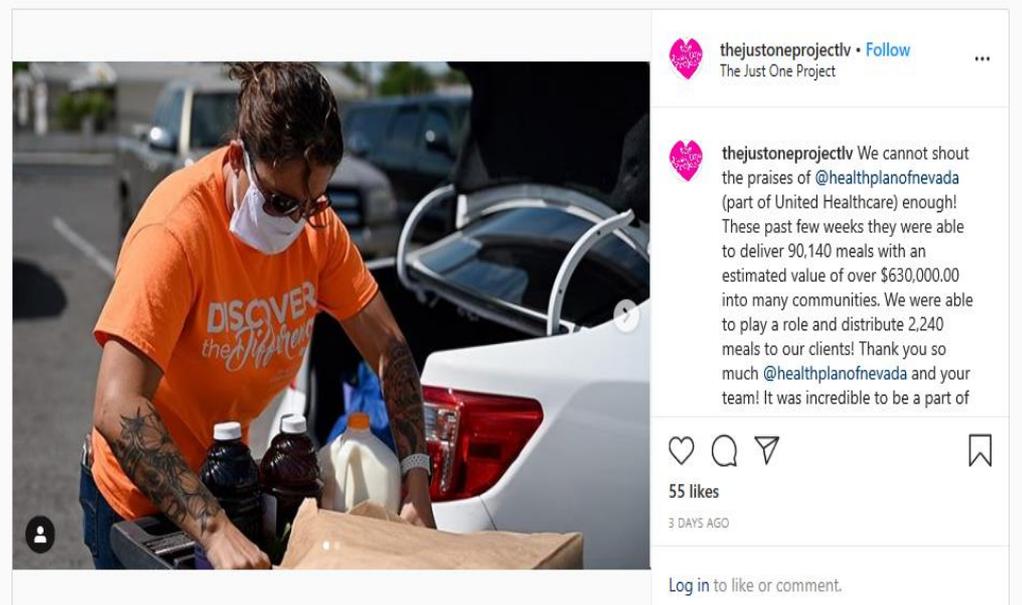
- **Racial & Ethnic Approaches to Community Health (REACH)**
 - \$45,000 Sponsorship to provide 27 extra sites
 - Outreach team attends events
 - Connect with



Community Collaboration

- **Committees & Boards**

- Regional Alliance to end Homelessness
- Built For Zero - Homeless Outreach
- Maternal & Child Health Coalition
- Continuum Of Care Committee
- Northern NV COC Leadership Council
- Life Changes Advisory Board
- NV Cert Board - CHW Advisory Committee
- Washoe County Community Health Improvement Plan Committee
- Medicaid Community Steering Committee
- Southern Nevada Breast Feeding Coalition
- COVID19 & Flu Task Force
- National Alliance on Mental Illness
- Nevada Homeless Alliance



Pandemic Response

- **Community Contributions**

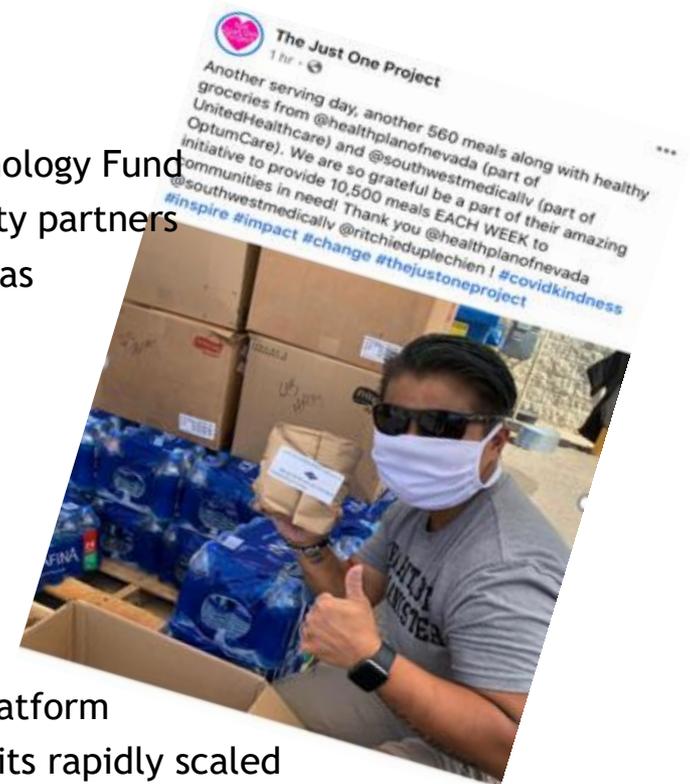
- \$100k to Governor Sisolak's COVID-19 Task Force
- \$20k to support the Clark County School District Technology Fund
- Hand sanitizers donated to FQHCs and other community partners
- 3000 blankets donated to shelters in Reno and Las Vegas
- iPads loaned to ISO-Q Cashman emergency shelter

- **Food Insecurity**

- Food box deliveries
- One week of meals to high risk members in need
- Formula Delivery
- 10,500 meals donated to Homeless each week

- **Access to Care**

- Added 400 Southwest Medical providers on a digital platform
- 24/7 Telephone Advise Nurse and NowClinic virtual visits rapidly scaled
- Deployed the first-in-State COVID-19 drive thru testing at 4 Southwest Medical sites
- Medicine on the Move unit used for newborn pediatric appointments
- Health and Wellness team offers online curriculum
- Care for Me program call outreach to COVID-19 positive patients post discharge
- Pharmacy services expanded no cost delivery
- Outbound calls to members



Locals Helping Locals.

Sponsored by



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