



CARESOURCE NEVADA

November 11 2025

Overview



Statewide Managed Care



Value Added Benefits

Health & Wellness Adult Rewards	Digital & Online Access	Social Determinants of Health	Pregnancy & Postpartum	Memberships & Subscriptions	Special Needs & Support	Financial & Transitional Support
<p>\$20 Cervical Cancer Screening</p> <p>\$25 Breast Cancer Screening</p> <p>\$25 Annual Flu Shot</p> <p>\$25 Health Needs Assessment</p> <p>\$10 Kidney Health Evaluation (Diabetes)</p> <p>\$25 Retinal Exam (Diabetes)</p> <p>\$25 Tobacco Cessation Completion</p> <p>\$15 Colorectal Screening</p>	<p>FREE Android cell phone (unlimited talk, text, 25GB data, hotspot)</p> <p>FREE CareSource MyLife app</p> <p>FREE virtual tutoring for kids ages 5–18</p> <p>FREE behavioral health app (ages 13+)</p> <p>FREE wellness education materials</p> <p>FREE access to community resources (food, housing, utilities, etc.)</p>	<p>FREE Essentials Box (food, pantry, hygiene items) for rural/foster care transitions</p> <p>FREE WorkConnect (life skills & employment assistance)</p> <p>FREE transportation (5 round trips/month for rural members/caregivers)</p>	<p>FREE pack and play or car seat (after 3 prenatal visits)</p> <p>FREE diaper distributions (Baby's Bounty partnership)</p> <p>FREE postpartum home-delivered meals</p> <p>24/7 virtual support for new moms</p> <p>Gift card rewards: \$50 for postpartum visit, \$20 for postpartum Syphilis screening</p>	<p>FREE Sam's Club membership</p> <p>FREE 13 weeks WW@ Weight Watchers digital membership</p> <p>FREE online digital fitness membership</p> <p>\$100 allowance for frames/contact lenses (annual)</p>	<p>FREE sensory kits (ADHD, PTSD, ASD, anxiety)</p> <p>FREE asthma or air purifier</p> <p>FREE feminine products distribution</p> <p>FREE non-pain management items</p> <p>FREE food distribution (local food banks)</p> <p>FREE Family Peer Support</p> <p>FREE Boys & Girls Clubs annual enrollment fee</p>	<p>Member Assistance Fund: \$500 individual / \$1000 per household per year including education fund and traditional medicine fund</p> <p>ReEntry Program: \$500 one-time assistance for expungement fees</p> <p>Up to \$2000 for transition assistance for transition aged youth</p> <p>\$30 quarterly allowance for over-the-counter items not covered by Medicaid</p>



Benefit Communication to Members

New Member Welcome Kit

- Contains New Member Welcome Booklet, which explains accessing and using member benefits.
- High level benefits are outlined and members are directed to the MyLife app to see list of detailed benefits.
- Members are directed to the Member Handbook for detailed information about benefits.



Using Your Benefits

Always keep your CareSource ID card with you. You can access it on your CareSource MyLifeSM account at MyLife.CareSource.com.

You will need your ID card each time you get medical services. This means you will need it when you:

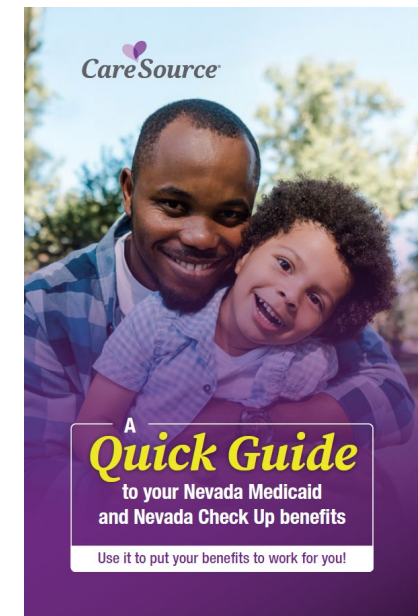
- ✓ See your providers or a specialist.
- ✓ Get medical supplies.
- ✓ Go to urgent care.
- ✓ Get a prescription.
- ✓ Go to an emergency room or go to a hospital for any reason.
- ✓ Have medical tests.



CareSource MyLife

CareSource MyLife is your personalized online account. Manage your health plan and receive support tailored to your health journey. It is easy to set up your account:

- ✓ Go to MyLife.CareSource.com.
- ✓ Click *Create account* and then follow the steps to link your health plan.
- ✓ You can also download the CareSource MyLife app from the App Store[®] or Google Play[®] to access your CareSource MyLife account on the go!



Benefit Communication to Members

Member Handbook

- Outlines covered services and clarifies medically necessary for members.
- Provides a detailed benefits grid listing individual services by category.
- Distinguishes benefits covered under Medicaid and the Nevada Check-Up Program.
- Informs members of additional benefits like vision, fitness, behavioral health, and social determinants.

SERVICES COVERED BY CARESOURCE

When you see your provider, show them your member ID card. This is how they know you are covered by CareSource and your care will be paid for.

CareSource covers all medically necessary care. These are the services you need to stay healthy or to treat a health problem. This care will prevent, diagnose, cure or treat a condition. This care could help address something that:

- Could cause risk to your life.
- Causes suffering or pain.
- Results in illness or injury.
- Causes or worsens a handicap.
- Causes physical deformity or malfunction.
- Prevents or impacts your growth and development.
- Limits your ability to get, keep or regain function.
- Needs long-term care and would improve with community support.

CareSource does not deny coverage due to religious or moral objections.

Sometimes you may need care that requires a **prior authorization (PA)**. A PA is our approval of a service before you get it. Your provider will work with us to ask for a PA when needed for certain types of care. You will learn more about PA in the next section.

You should not be billed for these services. Please call us if you get a bill.

What's covered by CareSource*:

- Ambulance services
- Behavioral health services
- Emergency room (ER)
- Helping you plan to have a baby
- Inpatient and outpatient care
- Maternity care
- Office visits for all types of health care
- Preventive care
- Vision care
- Well-baby or well-child visits

**This is not a full list. The full list is on <pages XX-XX>*

Inpatient Services	<ul style="list-style-type: none">• Hospital stays• Maternity/delivery• Neonatal intensive care unit (NICU)• Hospital rehab therapy• Surgery• Hospital physician services• Transplant• Dialysis• Custodial/Long term care• Long term acute care• Skilled nursing
Maternity Services	<ul style="list-style-type: none">• Antepartum/postpartum care• Lactation classes• Lactate classes/refreshers• Parent education• Home visits• Breast pumps• Gestational diabetes screening• Free standing birthing center
Outpatient Services	<ul style="list-style-type: none">• Ambulatory surgical center (ASC)• Blood services• Chemotherapy/radiation treatment• Dialysis• Infusion therapy• Outpatient hospital• Outpatient hospital surgery• Observation services
Outpatient Surgery	<ul style="list-style-type: none">• General surgery• Abortion surgery• Bariatric surgery• Blepharoplasty surgery• Reconstructive surgery• Transgender surgery• Transplants
Other Services	<ul style="list-style-type: none">• Allergy testing/treatment• Anesthesia• COVID-19 infusion therapy• Diabetes self-management training• Inhalation therapy• Nutritional counseling• Medical nutrition therapy• Pain management• Personal care services

Member Handbook

Nevada Medicaid
And Nevada Check Up

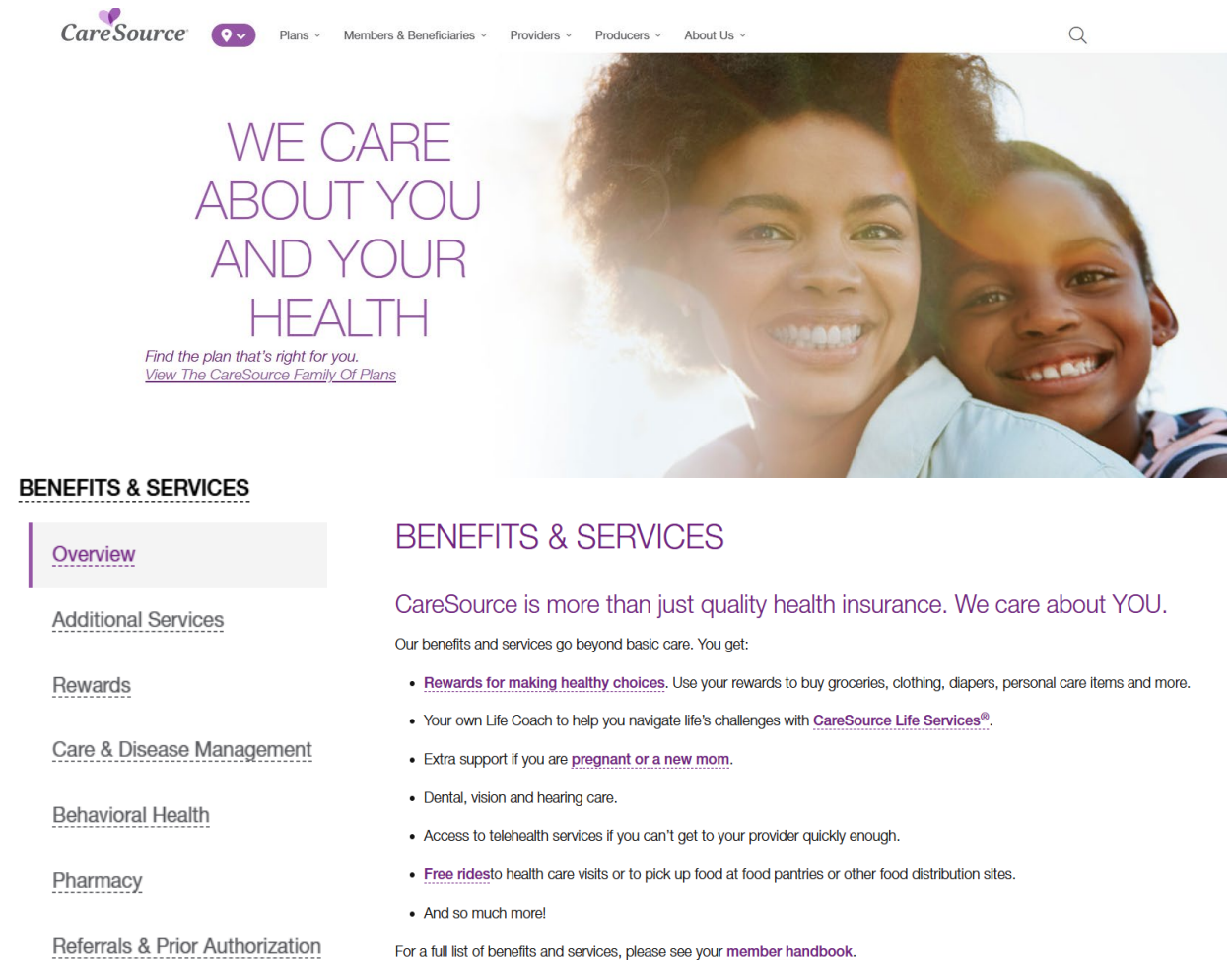
CareSource



Benefit Communication to Members

Member Website

- Educates members on benefits with easy-to-find pages.
- Directs members to the Member Handbook for detailed benefits information.
- Offers links to common topics for quick navigation of benefits and services.



The screenshot shows the CareSource member website. At the top is the CareSource logo and a navigation menu with links for Plans, Members & Beneficiaries, Providers, Producers, and About Us. A search icon is also present. The main header features a large image of a smiling woman and child, with the text "WE CARE ABOUT YOU AND YOUR HEALTH" overlaid. Below this is a link to "View The CareSource Family Of Plans". The "BENEFITS & SERVICES" section is highlighted, with a sub-menu on the left containing links for Overview, Additional Services, Rewards, Care & Disease Management, Behavioral Health, Pharmacy, and Referrals & Prior Authorization. The main content area for "BENEFITS & SERVICES" states that CareSource is more than just quality health insurance and lists various benefits and services, including rewards for healthy choices, Life Coach support, extra support for pregnant or new moms, dental and vision care, telehealth services, and free rides to health care visits or food pantries. A link to the member handbook is provided for a full list of benefits and services.

BENEFITS & SERVICES

BENEFITS & SERVICES

CareSource is more than just quality health insurance. We care about YOU.

Our benefits and services go beyond basic care. You get:

- **Rewards for making healthy choices.** Use your rewards to buy groceries, clothing, diapers, personal care items and more.
- Your own Life Coach to help you navigate life's challenges with **CareSource Life Services®**.
- Extra support if you are **pregnant or a new mom**.
- Dental, vision and hearing care.
- Access to telehealth services if you can't get to your provider quickly enough.
- **Free rides** to health care visits or to pick up food at food pantries or other food distribution sites.
- And so much more!

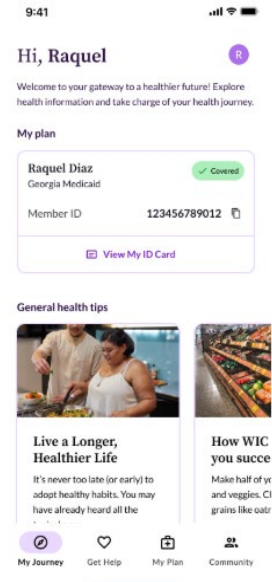
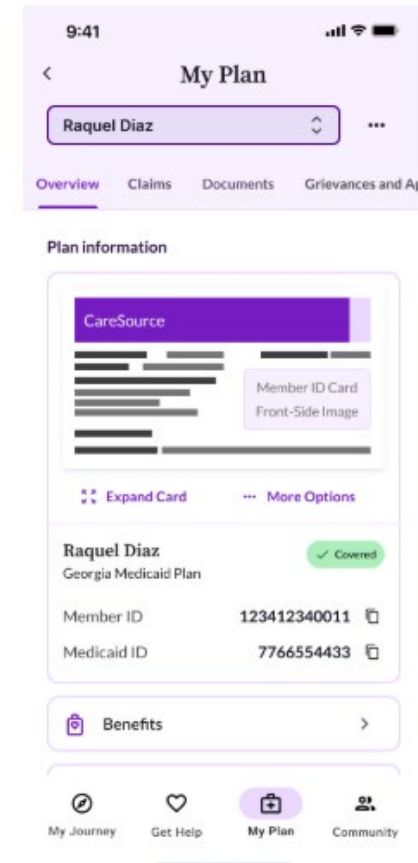
For a full list of benefits and services, please see your **member handbook**.



Benefit Communication to Members

MyLife App

- One-stop shop for member plan details, information, and resources.
- Contains section for Member Benefits.
- Members can access their benefits information and take action all in one app.



Coming in 2026: In-Lieu-of Services-Housing Supports

Housing supports and services are defined as services and supports that assist a Medicaid recipient in obtaining and remaining in housing in a manner that complies with all applicable State and federal requirements for purposes of receiving Medicaid reimbursement (Nevada Revised Statute 422.3964(3)). Housing supports and services do not include the cost of room and board, and the MCO must ensure that its payments to qualified providers do not pay for the cost of room and board.

ELIGIBILITY REQUIREMENTS

Housing supports and services are available to eligible Nevada Medicaid managed care members statewide..

- A member is eligible if they are homeless or at risk of experiencing homelessness as defined under 24 CFR § 91.5, and the member is experiencing at least one or more of the following conditions or circumstances:
- Serious mental illness diagnosis
- Serious emotional disorder (SED) diagnosis
- Substance use disorder (SUD) diagnosis
- At risk of institutionalization or overdose, or in need of residential services because of a SUD or SED or other behavioral health condition
- At risk of experiencing a behavioral health crisis or utilizing the emergency department
- Pregnant or had a recent live birth within the last sixty (60) days
- Discharged from a correctional or medical facility within the last ninety (90) days
- Transitioning, or will be transitioning within the next thirty (30) days, from an institutional or inpatient setting to the home or community setting
- Victim of human trafficking or domestic violence

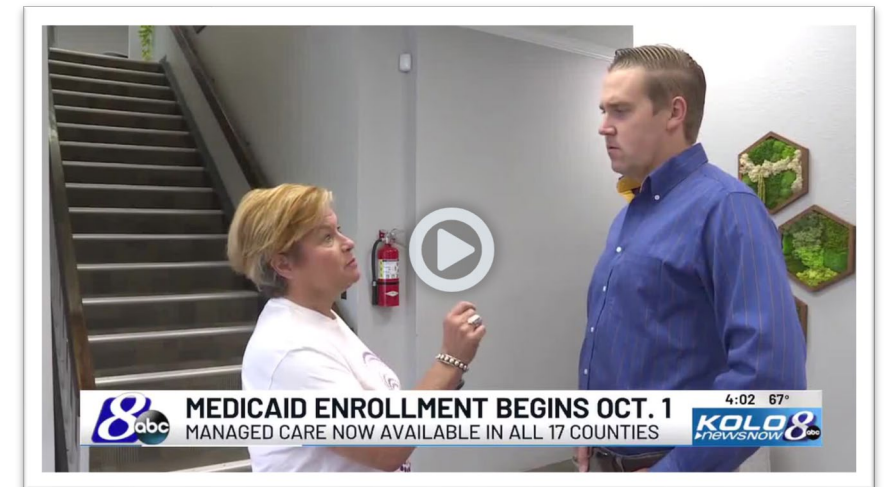
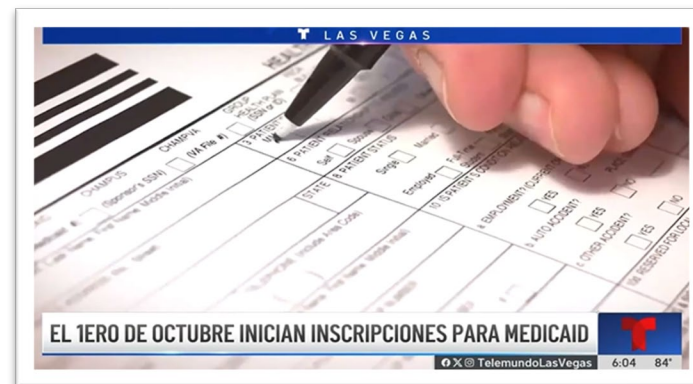
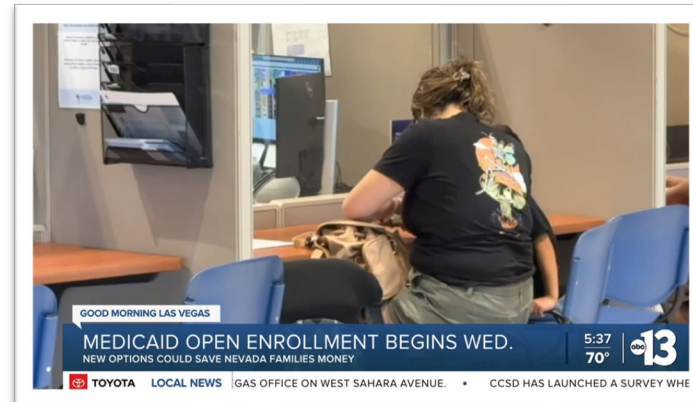


Media Relations

18 communities in rural Nevada

60+ public and private events

35+ print, digital and broadcast media placements



Social Media

Nevada Specific Platform:

- [CareSource of Nevada Facebook](#)

Enterprise Platform (shared across markets)

- [CareSource X](#)
- [CareSource LinkedIn](#)
- [CareSource Instagram](#)

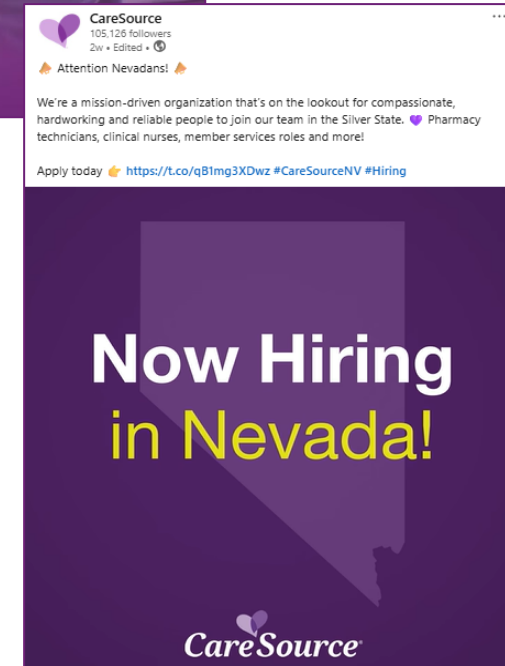
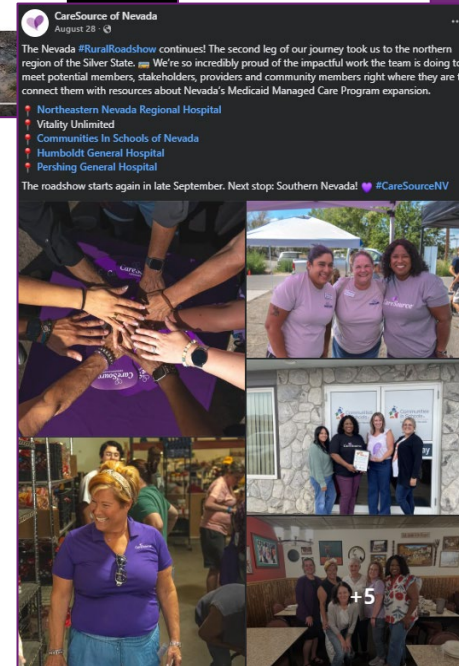
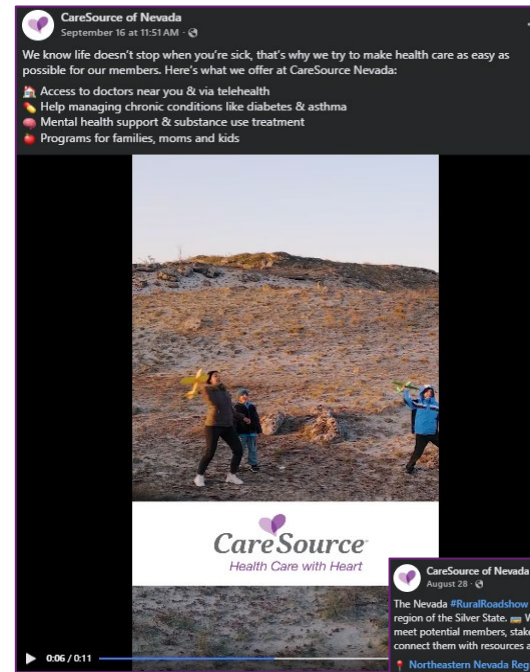
Types of Content:

- Launch posts
- Open enrollment content
- Event recap posts
- Talent content
- And more!

Social Media KPIs*

- Total Posts: 182
- Total Engagements: 15.8K
- Total Reach: 192K

*Data is from 1/1-10/14/25





CARESOURCE.COM      

