



Health Plan of Nevada

Medicaid Advisory Committee Presentation

Presented by:
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Health Plan of Nevada
A UnitedHealthcare Company 

Agenda

- Geographic Location
- Redistribution of Members
- Communication Strategies
- Value-Added Benefits
- Quality Rewards
- SDOH Programs
- Support Programs
- Who to Contact

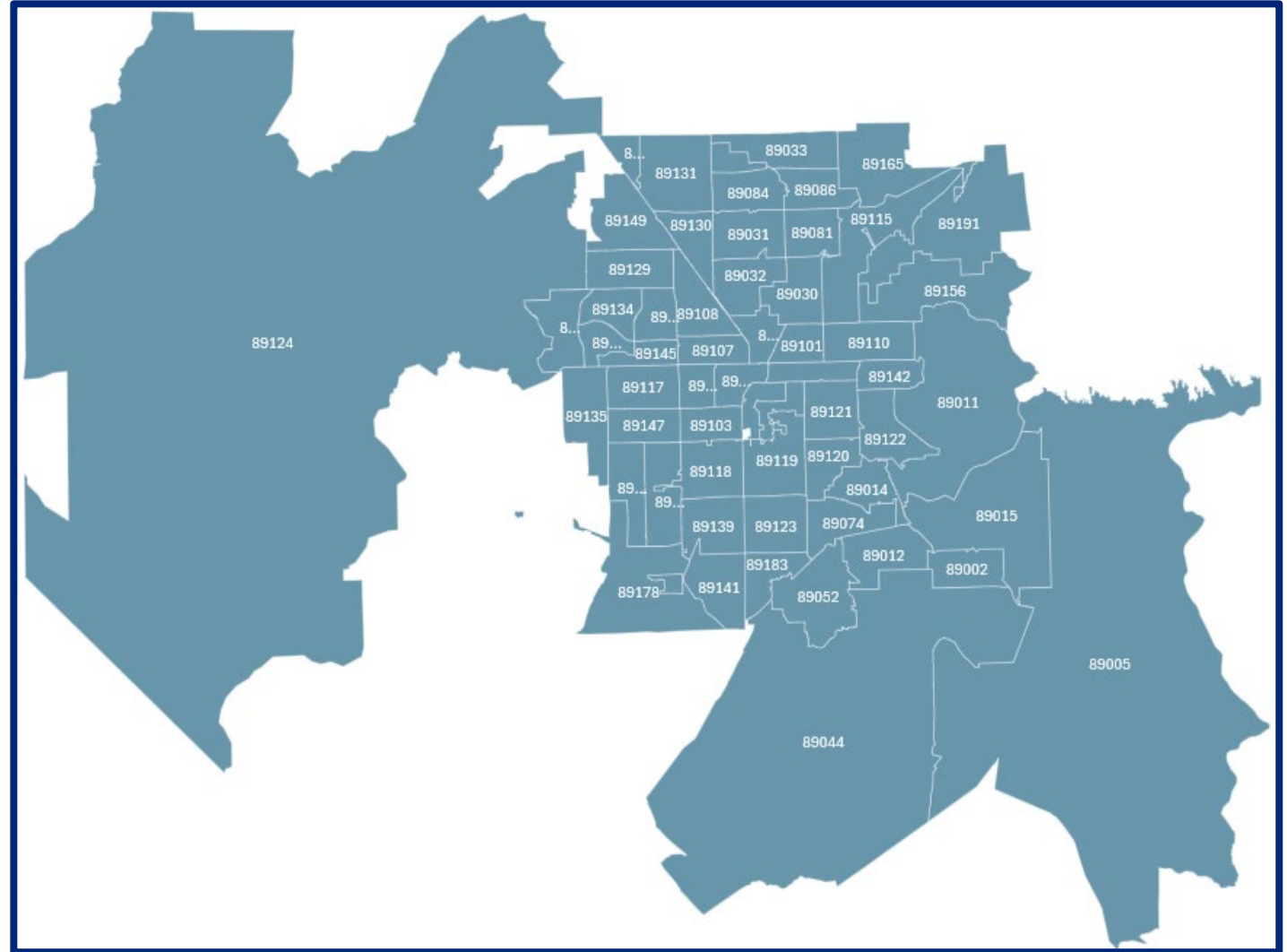


Geographic Service Area



Urban Clark County:

88901, 88905, 89002, 89004, 89005, 89006, 89009, 89011, 89012, 89014, 89015, 89016, 89030, 89031, 89032, 89033, 89036, 89044, 89052, 89053, 89074, 89077, 89081, 89084, 89085, 89086, 89087, 89101, 89102, 89103, 89104, 89105, 89106, 89107, 89108, 89109, 89110, 89111, 89112, 89113, 89114, 89115, 89116, 89117, 89118, 89119, 89120, 89121, 89122, 89123, 89124, 89125, 89126, 89127, 89128, 89129, 89130, 89131, 89132, 89133, 89134, 89135, 89136, 89137, 89138, 89139, 89140, 89141, 89142, 89143, 89144, 89145, 89146, 89147, 89148, 89149, 89150, 89151, 89152, 89153, 89154, 89155, 89156, 89157, 89159, 89160, 89162, 89163, 89164, 89165, 89169, 89170, 89173, 89177, 89178, 89179, 89180, 89183, 89185, 89191, 89193, 89195, 89199



Redistribution of Members



Transition Communication Plan

Ensure timely, clear, and coordinated communication to members, providers, and internal teams regarding the transition of Washoe and Rural Clark County members to a new MCO **effective January 1, 2026**, while maintaining compliance and continuity of care.

Key Audiences

- HPN members in Washoe County
- HPN members in Rural Clark zip codes
- All contracted providers
- HPN internal teams
- Other MCOs involved in transition
- Nevada Health Authority (NHA)
- Community Partners

Communication Channels

- Provider/Member Letters
- Websites & Portals
- Flyers & FAQs
- Provider digital communications
- Internal memos and team huddles
- Care management system flags
- NHA coordination emails



Cont. Redistribution of Members



Messaging Themes

- **Continuity of Care:** HPN will continue to authorize services through December.
- **No Provider Terminations:** HPN is not terminating providers in NNV.
- **Transition Support:** Collaboration with other MCOs and NHA.
- **TOC:** Information shared with new MCO – history of care.

Responsibilities

- **Member Notifications:** HPN Outreach Teams + NHA coordination
- **Provider Communications:** Provider Relations + HPN Outreach Teams
- **NHA/MCO Liaison:** Medicaid Operations

Tracking & Reporting

- **Monitor:** Communication activities
- **Track:** Member and Provider Feedback
- **Reports:** Progress updates to NHA and HPN leadership



Member/Provider Communication

Member Website	Member Portal	Member Letters	Member FAQs	Mailers	Member Flyers
Clinical Practice Consultants	Provider Advocates	Community Engagement Team	Community Health Workers	Case Managers	Member Services
Provider Portal	Provider Letters	Provider Flyers	Provider FAQs	Provider Expo	Provider Website
		Community Partners	CBO FAQs		



Value-Added Benefits



Helping members save money

- SAM'S CLUB membership
- Bus passes
- Discounted haircuts
- Gym membership
- Cell phone
- Cox internet and device access navigation



Extra support when members need it

- High school equivalency
- Nevada ID card assistance
- Mom's Meals®
- Rides to social services appointments
- Goodwill Opportunity Accelerator workforce program



Specialty items for families

- Boys & Girls Club membership
- \$75 Baby Essentials card
- \$50 Instacart card
- Childcare navigation support program
- YMCA family membership



A little extra goes a long way

- Rewards program
- WW® Weight Watchers
- Local customer service
- \$25 healthy food card



Quality Rewards



Members get gift cards just for completing health screenings

Up to **\$45** for Child
Preventive Care

Up to **\$75** for
Adolescent
Preventive Care

Up to **\$65** for Adult
Preventive Care

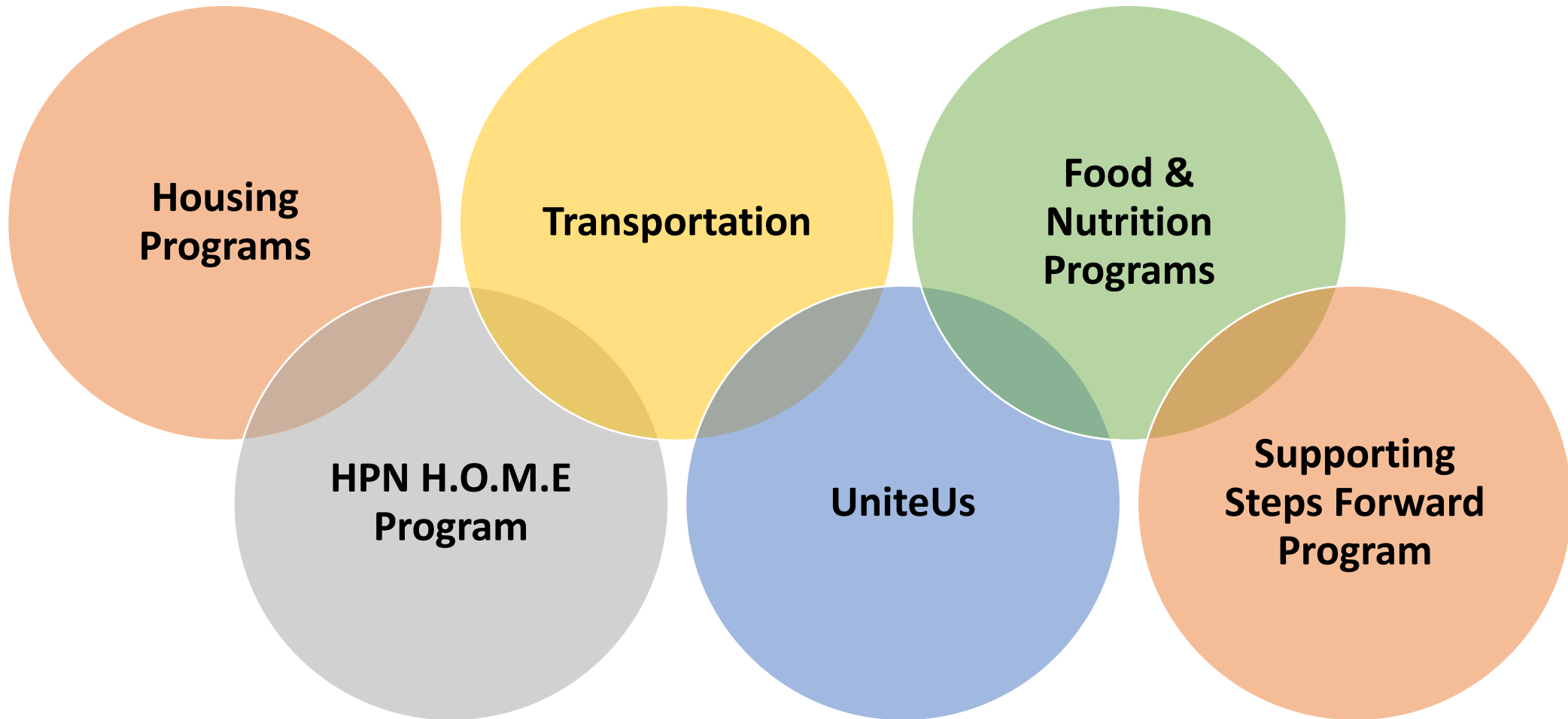
Up to **\$60** for
Maternity Care

Up to **\$150** for
Substance Use
Disorder (SUD)
Treatment

Up to **\$50** for
Follow-up Mental
Health Care



SDOH Programs



Support Programs



Clinical Care Management

- Licensed Social Workers
- Care For Me/Post Discharge Program
- Complex Case Management
- Whole Person Care Model
- High Risk Pediatric Case Management
- Joyful Journeys
- Complex Behavioral Health Case Management
- Palliative Care Program
- 24/7 Nurse Line
- Disease Management
- HIV Case Management
- Cannabis Care Management



Non-Clinical Care Management

- Community Health Workers
- Peer Support Specialists
- Health Education and Wellness
- H.O.M.E Program/Housing
- Supporting Steps Forward/Justice
- Tribal Liaison
- School Health Services Coordinator



Community Outreach Team

- Available to support events
- Available to support Resource tables at Provider and Community Organization offices



Who to Contact



Member Services: 1-800-962-8074

24/7 Advice Nurse: 1-800-288-2264

HPN Behavioral Health Hotline: 1-800-873-2246

Provider Services: 702.242.7088

Care Management: 1-877-487-6659

Community Outreach Team: HPNOutreach@optum.com





Thank you!

