



## Health plan change information

On December 6, 2021, the state of Nevada will begin notifying enrolled Medicaid members if they are assigned to a new health plan. This change that will impact thousands of people takes place on January 1, 2022.

These changes may greatly impact you. We want to ensure that you have the resources needed to serve your patients during this transition time.

**1. Do you need us to send you *Health Plan Change Forms* and self-addressed stamped envelopes so your patients can change health plans if needed?**

If yes, send an email with the subject line *Your Clinic Name — Health Plan Change Forms* to one of the following Community Relations representatives:

- For Clark County — [angelia.anavisca-valles@anthem.com](mailto:angelia.anavisca-valles@anthem.com)
- For Washoe County — [angelia.anavisca-valles@anthem.com](mailto:angelia.anavisca-valles@anthem.com)

Below is an FAQ you can share with any of your patients who receive a health plan change letter and reaches out to you.

<https://providers.anthem.com/nv>

## Health Plan Change FAQ

### I received a letter from the state saying my health plan changed. Why?

The state of Nevada is assigning members equally across all Medicaid health plans to the four Managed Care Organizations (MCOs): Anthem Blue Cross and Blue Shield Healthcare Solutions (Anthem), Health Plan of Nevada (HPN), Molina Healthcare of Nevada, and Silver Summit Health plan.

Don't worry, you and your family can easily switch back. Fill out the *Health Plan Change Form* that came with the letter you received and check the Anthem box on the bottom portion of the letter you received. Be sure to sign and date it, and mail the letter back to the address below as soon as possible:

Nevada Medicaid  
Attn: MCO Changes  
P.O. Box 30042  
Reno, NV 89520

There are two other ways to request a change:

1. Send an email to [MCORedistribution@dncfp.nv.gov](mailto:MCORedistribution@dncfp.nv.gov) and copy [SelectNV@anthem.com](mailto:SelectNV@anthem.com). Please write *Switch to Anthem* in the subject line. Make sure to include your name and member ID, and the names and member IDs of the main insurance holder and any children in the home. Remember to write *Anthem* as your choice in the email.
2. Call Nevada Medicaid and the Nevada Check Up District Office at:
  - **775-687-1900** for Northern Nevada.
  - **702-668-4200** for Southern Nevada.

Do not delay; send in the paperwork today. The earliest you can come back is February. If you send in your form and you do not get reassigned back to us in February, call your local Medicaid District Office at the following numbers:

- Northern Nevada: **775-687-1900**
- Southern Nevada: **702-668-4200**

### Will I be able to keep you as my current doctor?

We are participating with [list plans]. You will need to switch health plans if you are assigned to a health plan not in our network and you want to continue to see us.

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### **If I get switched, will I have access to the same extra benefits?**

No. All health plans have different value-added services. The state has a comparison chart with extra benefits. You should read over those benefits to make the best choice for you and your family.

Anthem provides extra benefits to our members. Members and their families may receive up to \$490 in incentives for preventive screenings.

### **Anthem extra benefits:**

- Free Costco Gold Card membership — one per family
- Free online active and Fit program — the program provides eligible members with a robust resource library of over 1,000 health-oriented courses, classes, articles, videos, and tip sheets based on up-to-date clinical information; for members ages 17 and up
- WW<sup>®</sup> (formerly called Weight Watchers<sup>®</sup>) — members can receive one WW voucher good for the initiation fee and 13 weeks of classes; for members ages 17 and up
- Free electric breast pump — for pregnant members six months prior to delivery and new moms up to six months post-delivery who plan to breastfeed; this benefits also covers babies up to 6 months
- Free Boys & Girls Club memberships for children ages 5 to 14
- Free sports physicals every 12 months from a plan PCP for children ages 6 to 18
- New Baby, New Life<sup>SM</sup> — education and rewards program for all pregnant members
- My Advocate<sup>®</sup> program — screening and health education program for pregnant members
- Books for Babies Program — gift card to purchase books online
- 24/7 NurseLine — talk to a registered nurse about medical questions and concerns anytime, day or night
- LiveHealth Online — visit a doctor through online video chat anytime, day or night, to find help when you need an appointment fast, or to receive quick care for minor illnesses like colds, allergies, flu, or infections
- Free cellphone with free monthly minutes, data, and text messages
- Anthem Healthy Rewards programs — receive debit card dollars for doing things that are good for your health
- Holistic smoking cessation program — our program includes coaching, written, and online education, and nicotine replacement therapy (NRT) delivered to your home
- Free dental hygiene kits to keep your teeth healthy
- Improved Member Services department — representatives provide personalized referral assistance and appointment scheduling to help you go to the doctor when you need care

- Bedside delivery of medications — medicines delivered to you when you are discharged from a hospital setting
- Transitional care assistance for extra help moving from a hospital stay to your home
- GED/HiSet assistance — we will cover the costs of the high school equivalency test
- Identification support — if you lose your green card, ID or birth certificate, behavioral health case managers will help you receive a copy of the original document(s), and we will cover the cost of the replacements
- Community Resource Link — an online resource to help you find all available local community-based programs, benefits, and services
- Shelter bed reservations program — daily shelter beds available along with short-term, long-term, and respite housing for those who qualify

### ***New!* Flu pandemic kit**

Many of our members face barriers to preparing for Flu season. These may include mobility, transportation, or economic factors. We will make Flu Pandemic Kits available to all of our members. The kits will contain:

- Masks (10 count)
- Sanitizer
- Sani-Hands wipe, alcohol, individually packed, 8" x 5.3

One kit per member; a non-covered parent may request a kit for their child if Anthem covers the child; one kit per year

### ***New!* Non-pharmacologic pain management**

Non-pharmacological pain therapy refers to interventions that do not involve the use of medications to treat pain. Catalogue items can include items such as: handheld massagers, TENS units, theracane, epsom salts, massage oils and lotions, lidocaine cream, cold/hot packs, yoga mats, etc.

Members can purchase up to \$100 of therapeutic devices to help them manage their pain.

Eligible members include those who have a clinical diagnosis related to chronic pain (limit one package per household per lifetime).

### ***New!* Maternal health meal program**

Members who qualify or are identified by Case Management can receive up to two meals per day for 14 days, providing 28 meals per member total. Meals are customized to enhance recuperation for each member. We offer low-sodium and low-fat options, diabetic-friendly, gluten-free, vegetarian, renal-friendly, and pureed meals.

Anthem will provide home-delivered, medically tailored meals to pregnant members who are on ordered bed rest or post-partum members or who were recently discharged. The meals will be home delivered. We are not able to deliver meals to members who are not housed at this time.

### ***New!* Youth behavioral health — Calm App**

To help youth improve their mental health state, Anthem will give a year subscription to the Calm App. Members can access age-appropriate meditations and sleep aids to help calm the mind and body, aiding to reduce stress and anxiety. This resource gives our youth and adolescent members' tools to practice leading happier lives. The app is offered in Spanish, German, French, Portuguese, Japanese, and Korean. Eligible members include those age 18 and younger.

***New! Emotional well-being***

Members ages 13 and older receive access to our emotional well-being resource, an online community designed to help members cope with emotional health issues such as depression, anxiety, and stress, chronic pain, insomnia, and managing drugs or alcohol.

***New! Baby essentials bundle package***

Eligible members (pregnant moms, new moms, and/or babies up to 12 months) will be able to choose two of the following:

- Breastfeeding pillow
- Baby car seat
- Portable crib
- Highchair
- Breastfeeding support kit
- Safe sleep kit
- Diapers
- Microwave sterilizer
- Microwave steam bags
- Baby monitor (video)
- Baby proof items (plug protectors, door knob covers, and cabinet and drawer latches)
- Infant/preemie car seat

***New! Fresh fruits and vegetables***

Eligible members can select from a wide array of boxes including a fruit and veggie mix, all fruit, all veggie, diabetic box, or ethnic cuisine box, to be delivered directly to their door. Members will receive one produce box per month for three months, per household per year. Eligible members include those with a primary or secondary clinical diagnosis of obesity or diabetes/prediabetes.

***New! Grooming kit for foster care youth***

Eligible members can receive a Grooming Pass and grooming box to help educate and establish proper self-care skills. The Grooming Pass can be used as a form of payment only at beauty and barber salons. The grooming box will contain ethnic-specific hair grooming products appropriate for youth along with a book on how to care for textured hair. All youth/young adults in foster care are eligible up to age 26.

***New! Maternal/child health transportation benefit***

Anthem will provide a bus pass for one month to help them with their transportation needs. Members who don't have access to the bus can opt to choose between a \$50 Uber card or a \$50 gas card. New moms or babies and children up to age 5 can obtain the benefit one time per year.

***New! Industry certification***

Anthem will cover the cost of covering the exam fees for one industry certification per year in fields such as early childhood education, foundations of reading, business education, computer science, technology education, English language arts, health, and marketing. Eligible members are limited to members who are recent high school graduates (or GED/HiSET recipients), recent vocational/college graduates, or members reentering society from incarceration.

***New! Internet essentials package***

To help ensure members have access to the internet for educational pursuits or employment opportunities, eligible members can receive up to \$300 (one per lifetime) towards the cost of internet services. Funds can be used to purchase modems, routers, and any additional equipment that is essential to obtain (or strengthen) an internet connection, as well as to help cover monthly service charges. For members without current internet access, the funds can be used for installation and set-up fees as well.

Eligible members include those who have been previously incarcerated within the 12 months, in a re-entry program and seeking employment or furthering education.

***New! Free laptop program***

Eligible members transitioning from incarceration and pursuing education/employment will be able to receive a free laptop (one per lifetime) to help with employment and educational pursuits. Members must have been previously incarcerated within the past 12 months.

***New! Virtual tutorial services — ULearn Elevation Strategic Solutions***

Members can get help with language arts, math, science, social studies, and foreign language to help increase confidence, achievement, and academic readiness. The maximum allowance is 24 hours per member per year. Eligibility is limited to members age 8 to 17 at risk of failing a grade (or individual subject), or any member in the juvenile justice system.

***New! Life transition kit***

We will provide a kit to help support members transitioning from an institutional setting to housing or homelessness. The kits include:

- First aid supplies such as bandages and ointment
- Toothpaste, travel toothbrush, mouthwash, dental floss
- \$15 Subway gift card
- Emergency blanket

***New! College application fee support***

Members age 17 and older will receive \$25 to use toward college application fees.

***New! Gym membership***

Eligible members age 18 and older with a primary or secondary clinical diagnosis of obesity or diabetes/prediabetes will receive up to a \$100 allowance to help cover costs for a gym membership.

We give you these benefits to help keep you and your family healthy and to thank you for choosing Anthem as your health insurance plan.

***I did not receive a letter from the state, but I heard my health plan may have been changed. What can I do?***

They are sending letters out in batches. They may not have sent yours out yet. They are only notifying people that are reassigned. You may not be moved.

Be sure to reach out to the state and update your mailing address if it is not up to date. You can also call your local Medicaid District Office at one of the following numbers:

- Northern Nevada: **775-687-1900**
- Southern Nevada: **702-668-4200**

If you have moved, be sure to fill out the *Health Plan Change Form* that came with the letter you received and check the Anthem box on the bottom portion of the letter you received. Be sure to sign and date it, and mail the letter back to the address below as soon as possible:

Nevada Medicaid  
Attn: MCO Changes  
P.O. Box 30042  
Reno, NV 89520

The earliest you can come back is February. If you send in your form between now and the end of January, and you do not get reassigned back to us in February, call your local Medicaid District Office at one of the following numbers:

- Northern Nevada: **775-687-1900**
- Southern Nevada: **702-668-4200**

The longer you wait turn in your *Health Plan Change Form*, the longer it will take to come back to Anthem. If you send your form in February, you will come back in March. If you wait until March, you won't come back until April.

### **How can I switch back to my original health plan?**

Don't worry, you and your family can easily switch back. Fill out the *Health Plan Change Form* that came with the letter you received and check the Anthem box on the bottom portion of the letter you received. Be sure to sign and date it, and mail the letter back to the address below as soon as possible:

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### **I moved before December. How will I get notified?**

A reminder, if you moved or have not updated your current mailing address, please make the changes with the state so you do not miss critical updates on your state plans. Call **800-992-0900** and ask for help.

### **What if I don't get to switch back before March 31, 2022?**

If you are not able to switch back to your current health plan by March 31, 2022, you have to wait until the next open enrollment. The state will hold an open enrollment period at least once every 12 months in October, each contract year for enrollments effective January of the following contract year. If you want to continue to see your current doctor and keep your benefits, it is important to switch back to Anthem before March 31, 2022.

### **If you want to switch back to Anthem or choose Anthem, you have three options:**

1. **Email** [MCORedistribution@dncfp.nv.gov](mailto:MCORedistribution@dncfp.nv.gov) (for members only starting January 1, 2022, requests from providers will not be processed). If you want us to follow up on your plan change, copy [SelectNV@anthem.com](mailto:SelectNV@anthem.com) on your email.

#### **Include the following information in your email:**

Subject line: Switch to Anthem

Name of Head of Household (HOH)

Name of member requesting switch (if other than HOH).

Include all children if you are Head of Household

Medicaid ID (HOH or member requesting switch)

2. **Call** the Nevada Medicaid and Nevada Check Up District Office:

- Northern Nevada: **775-687-1900**

- Southern Nevada: **702-668-4200**

3. **Mail** your plan change form to:

Nevada Medicaid

Attn: MCO Changes

P.O. Box 30042

Reno, NV 89520