

**To: SilverSummit's Trusted Providers**

## **Medicaid Questions? Let Us Help You**

**Some Exciting Updates from SilverSummit**

### **ATTENTION PROVIDERS!**

***SilverSummit's Community Investment Program is accepting applications!***

- SilverSummit is now accepting applications for up to \$500,000 in funding. Please click here: <https://www.silversummithealthplan.com/Community-Investment-Program.html> to learn more or click here to access the [Application Face Sheet PDF](#) with all the information on how to apply.

**SilverSummit is the only health plan to have an open application process for community investments. We encourage all eligible organizations to apply. Applications are due by September 16, 2022.**

SilverSummit's Provider Relations and Community Solutions departments are dedicated to providing Medicaid information to our community. Your Medicaid patients can find services and resources through our Community Solutions Department. Refer your SilverSummit clients to our **Community Solutions Team**:

**Email:** [communitysolutions@silversummithealthplan.com](mailto:communitysolutions@silversummithealthplan.com)

### **Important Updates**

#### **Health Equity Update:**

Ritchie Duplechien, Senior Director, Health Equity, has transitioned to the SilverSummit Quality Department to execute our Health Equity Strategy. Same contact info, same Ritchie, just a different department. **Have a question or idea about Health Equity? Please reach out to Ritchie at [ritchie.duplechien@silversummithealthplan.com](mailto:ritchie.duplechien@silversummithealthplan.com)** Niki King, Vice President Community Solutions, has assumed Ritchie's responsibilities related to the Community Solutions team. You can reach Niki at [nicole.king@silversummithealthplan.com](mailto:nicole.king@silversummithealthplan.com)

#### **Community Solutions Department Leader Update:**

- Led by Kevin Murray, Supervisor Justice Systems, SilverSummit has an entire team dedicated to the successful community reentry for our Justice Involved Members.

**Need assistance? Please reach out to Kevin at [kevin.e.murray@silversummithealthplan.com](mailto:kevin.e.murray@silversummithealthplan.com)**

- Eduardo Manchaca, Supervisor Community Health Services, leads our Community Outreach. Have an upcoming event we can attend?

**Please contact Eduardo at [eduardo.menchacaestrada@silversummithealthplan.com](mailto:eduardo.menchacaestrada@silversummithealthplan.com)**

**PLEASE REFER TO OUR FREQUENTLY ASKED QUESTIONS TO HELP YOUR MEDICAID PATIENTS UNDERSTAND THE NEVADA MEDICAID RENEWAL PROCESS**

# Important Information for SilverSummit Healthplan Medicaid Providers

*SilverSummit Healthplan is asking providers to encourage their patients to update their contact and demographic information with Nevada Medicaid now. Recipients will not lose their coverage during this time but renewal letters continue to be mailed to recipients. If they receive a renewal letter encourage them to complete the form and return.*

SilverSummit Healthplan is asking providers, partners, and others to encourage Medicaid members to update their contact and demographic information with Nevada Medicaid now, get ready to renew their coverage, or be prepared to transition to other health insurance.

## ACTIONS YOU CAN TAKE NOW TO HELP YOUR PATIENTS KEEP THEIR MEDICAID PLAN:

Providers should communicate with their patients and encourage them to update their contact and demographic information with Nevada Medicaid.

### How can your patients update their information?

While there are a variety of ways your patients can update their contact and demographic information the easiest way is to call our **Customer Service line, 1-844-366-2880** for assistance.

### See below for additional ways your patients can update their information

- VISIT a Nevada Welfare office at [one of these locations](#).
- EMAIL a Change Report Form to [welfare@dwss.nv.gov](mailto:welfare@dwss.nv.gov)
- ONLINE through the Access Nevada portal at [AccessNevada.DWSS.nv.gov](https://AccessNevada.DWSS.nv.gov).
- CALL 702-486-1646 in Southern Nevada and 775-684-7200 in Northern Nevada.

### What tools are available for you to communicate with your patients?

SilverSummit Healthplan has developed flyers, posters, handouts and other materials to help our providers communicate this information. If you'd like to use these materials, reach out to your provider relations contact or email us at [NVSS\\_ProviderRelations@SilverSummitHealthPlan.com](mailto:NVSS_ProviderRelations@SilverSummitHealthPlan.com).

### Estimated Timeline ( subject to change)

August - September 2022	October 2022	November 2022	December 2022 - January 2023	February 2023
Notify patient to update contact information	Notify patients that Medicaid renewals will begin soon	Public Health Emergency (PHE) Ends	Encourage patients to complete their renewals	If patients do not complete their renewal, they will lose their Medicaid eligibility and will no longer have coverage

## INFORMATION TO HELP YOU PREPARE FOR UPCOMING REDETERMINATIONS/RENEWALS:

### **Will you know which of your patients are at risk for losing their Medicaid coverage? YES!**

SilverSummit Healthplan is actively working to get member lists to providers, so they can help communicate with their patients who are at risk of losing their Medicaid coverage.

### **What if my patient didn't take action, lost their coverage, but is still eligible for Medicaid?**

They can re-enroll through the normal Medicaid application process.

### **What if a patient is no longer eligible for Medicaid?**

Ambetter by SilverSummit is available on Nevada Health Link. If a prior recipient loses their coverage, please refer them to <https://www.nevadahealthlink.com/> and have them navigate to Ambetter by SilverSummit.

Most of our popular Value Added Benefits are available on Ambetter. Our Ambetter provider network is large and comprehensive. Prior SilverSummit Healthplan members who choose Ambetter, will have a mostly seamless transition for providers and services.

Our Provider Relations Team is always available to help with any questions.

Email us at [NVSS\\_ProviderRelations@SilverSummitHealthPlan.com](mailto:NVSS_ProviderRelations@SilverSummitHealthPlan.com)

This is information as of July 28, 2022. SilverSummit will continue to update our Medicaid providers as new information becomes available. If you have specific questions about this notice, please contact your provider advocate.