

SAVE THE DATE

Southern Nevada

- Saturday, July 13, 2024: UNLV Food Pantry Farmer's Market from 11am – 1pm
- Saturday, July 27, 2024: St. Paul's
 Back 2 School Bash from 10am 1pm
- Saturday, August 10, 2024: UNLV Food Pantry Farmer's Market from 11am – 1pm
- Friday, September 13, 2024: Whitney Rec Center Hispanic Heritage Celebration from 6pm – 9pm
- Saturday, September 14, 2024: UNLV Food Pantry Farmer's Market from 11am – 1pm
- Saturday, September 28, 2024: SSHP + YMCA Switch Community Event from 3pm – 6pm

Northern Nevada

- Friday, July 19: Back to School Resource
 Fair, Reno, NV, from 2:30pm 4:30pm
- Saturday, August 3: Family Health Festival,
 Sparks, NV, from 9am 12pm

We want to pass along an important reminder about your Nevada Medicaid's annual renewal process. It's the eligibility process you must go through to keep your SilverSummit Healthplan coverage.

COMPLETE YOUR ANNUAL RENEWAL

If Division of Welfare and Supportive Services (DWSS) needs more information to see if you still qualify for healthcare coverage, you will get a form in the mail. You will need to complete, sign, and submit this form by the deadline in your letter so you do not risk losing your healthcare coverage. Here are all of the ways you can submit your annual renewal:



BY PHONE: Call Customer Service phone number 1-844-366-288.



EMAIL: Community Solutions (CS) at NVSS_CareEngagement@SilverSummitHealthPlan.com for help!



ONLINE: CS can help you create an account to see when your renewal is due and, once it is available, complete and submit your form online. You can also upload a copy of your completed and signed annual renewal form to DWSS. Contact <a href="https://www.nvss.com/



BY MAIL: Return your completed and signed yellow form to the address shown on the letter.



Please email Community Solutions at CommunitySolutions@SilverSummitHealthplan.com for more information and how to register!



Did you know?

SilverSummit Healthplan (SSHP) can NOW HELP MEMBERS with Medicaid Renewal form signatures!

HOW we can HELP YOU

SSHP CAN TAKE YOUR SIGNATURE OVER THE PHONE

- SIGNATURE BY PHONE: We record a "telephonic" signature and forward it to the Medicaid (OFFICE)
- APPROVAL: We can do this if you provide approval to do so

SSHP CAN COORDINATE A THREE-WAY CALL

 THREE WAY CALL: We can set up a call with YOU and Medicaid call center, so YOU can provide approval of your signature over the phone directly to the state

SSHP CAN HELP

- Members with completing certain parts of renewal forms the Medicaid renewal process
- Members NOT LOSE COVERAGE
- Members with completing certain parts of the reconsideration forms when Members have been terminated because of missing paperwork
- Members transition from Medicaid to the Marketplace when needed

SSHP CANNOT

- Assist Medicaid Members with selecting your Medicaid plan selection
- Sign Medicaid renewal forms on your behalf

New Pharmacy Benefit Manager in 2024

From CVS to Express Script Q&A

When will this be effective? January 2024

Will I receive a new card due to the changes in the pharmacy?

Yes. Your new card was mailed for use in 2024. Please note that this doesn't mean a change in your pharmacy benefits.

Will there be any changes in my pharmacy billing information?

Yes, the pharmacy billing information will change, but this won't affect your benefits.

Will the pharmacy network change?

Who will be responsible for Pharmacy escalations?

For Members, calls start at the main Member Services Team for SilverSummit Healthplan, Ambetter from SilverSummit Healthplan and Wellcare by Allwell. If additional support is needed, Members will be transferred to Centene Pharmacy Services (CPS).





Need care? Who do you call?

Let's say you have a terrible earache or bad cold. Who should you call?

Your Primary Care Provider (PCP) is a great choice. This doctor will help you if you have a cold, earache, sore throat or rash. Your PCP can also help you with injuries like a sprain, minor cut or burn. Your PCP is also a good choice if you have stress or anxiety.

But what if you have quick questions about medicines or your health?

Many of us might not think of our local pharmacist. We should. Your pharmacist is there to provide good advice at no cost to you, helping you manage your prescriptions and health.

Your local pharmacist can be a helpful resource. They can answer questions about:

- Your prescriptions or over-the-counter medicines
- Side effects from medicines and how to handle them
- Medication refills
- How your medicine works
- Which medicines are safe to use with each other
- How to stay on track using your medicines
- Over-the-counter medicines when you have a cold or the flu, a headache or a sore throat
- Questions about vaccinations
- How to use blood pressure monitors, inhalers or glucose monitors

NEW Options for Care

For more information on how, when and where to access care, click here.



If you're not sure where to go for the care you need, call our 24/7 nurse advice line—1-844-366-2800. The Nurse Advice Line is available any time!



TELEMEDICINE FROM TELADOC HEALTH

You can use telemedicine at no cost to you from Teladoc Health. This is your easy, 24-hour access to in-network providers for non-emergency health issues. Get medical advice, a diagnosis or a prescription. Do it all by phone or video, and have easy access through your mobile device!

- Colds, flu and fevers
- Rash, skin conditions
- Sinuses, allergies
- Behavioral Health*
- Respiratory infections
- Ear infections
- Pink Eye

Talk to a doctor who's licensed in the U.S. anytime, day or night. They are here to help with non-emergency stuff like the flu, allergies, a cough, a sore throat, rashes, and more!

Visit the **Telehealth page here** for more information.

To get the care and support you need, no matter where you are, visit **Teladoc.com**, call 1-800-TELADOC (835-2362), or download our app.











Feeling stressed? You're not alone.



Mental health is just as important as physical health — for adults and for kids.

One in five kids in the U.S. experience a mental health issue, such as anxiety, ADHD and depression, and mental health problems can run in families. Take some time to attend to your mental health — your kids' too.

MENTAL HEALTH TIPS FOR YOU:

- **1. Treat yourself kindly.** Take time to do things you enjoy.
- **2 Take care of your body.** Good nutrition and exercise can help mental health.
- **3. Stay connected.** Make plans with others, and be open to new friendships doing things you enjoy.
- **4.Go after goals.** Set small, simple goals, and enjoy the feeling of achieving them.
- **5. Try something new.** Even something simple like a new walking route is good for the brain.
- **6. Volunteer.** Research shows people who volunteer feel a boost in their mental health.

MENTAL HEALTH TIPS TO HELP YOUR KIDS:

- **1. Pay attention.** Notice what they say and how they act. Provide a safe space, and teach them how to talk about how they're feeling.
- **2. Show the way.** Find age-appropriate ways to let your kids see how you deal with mistakes, setbacks or disappointment. It will help them do the same and make it easier for them to admit mistakes and bounce back.
- **3. Build independence.** As long as it's safe, let children figure things out and build a sense of independence. Resist the urge to swoop in when things go wrong.
- **4. Boredom is OK.** You don't have to schedule every free moment with playdates or activities. Boredom can lead to creativity.
- **5. Provide structure.** Set regular mealtimes and bedtimes, limits on electronics, and rules for play and how to treat others. Always show kids you care about them. Create boundaries, and be flexible when you need to.

Only about 21% of children with a mental health problem get treatment. Some warning signs your child might need help include:

- Being unusually anxious about simple things like meeting new people.
- Having a mood change that lasts more than two weeks.
- Having trouble concentrating or sitting still.

If you notice any of these signs, start with a call to your child's doctor.









Pyx Health App: SilverSummit Healthplan Members have access to our partner, Pyx Health. They offer a mobile application connecting Members to individuals for support through anxiety, depression and other mental health struggles.

1-855-499-4777 (TTY: 711)



Member Toolkit

As a reminder to our new Members, below are some of the key things you need to do once you become a SilverSummit Healthplan Member.



Sign Up For Your Secure Member Portal Account

Your online secure Member portal account gives you access to your information, such as claims, your doctors' office information, my health pays balances, and more.



Visit Your Provider

After you choose your doctor, set up an appointment for a check-up right away. This is your new medical home. Information about Member Transportation can be found online, at SilverSummitHealthplan.com or call Member Services at 1-844-366-2880 TTY 1-844-804-6086 Relay 711.



Complete Your Health Risk Screening

Complete the screening online at SilverSummitHealthplan.com or by calling Member Services at the number below.
Complete it within 30 days to get a my_healthpays award.



Read Your Handbook

Your handbook tells you about your benefits and how to use the services and programs available. You can find the handbook online at <u>SilverSummitHealthplan.com</u>.



Choose Your Provider

Sign into your online secure member portal account to choose your doctor, or call us at the number listed below. You can also use our "Find a Provider" search.



If You Are Pregnant, Complete Your Notification of Pregnancy

This form is available through your online secure Member portal. Completing this form can help you start earning additional my health pays rewards.

Spring is also a great time for your **Annual Wellness Visit.** This helps you and your Primary Care Provider (PCP) identify preventative steps to keep you healthy.

IN 30 MINUTES YOUR PCP CAN:

- check your blood pressure
- review your medical and family history
- review your medications

When you complete your Annual Wellness Visit, you can earn money on your My Health Pays® rewards card.

If you need help finding a network provider or need assistance with transportation, please contact us using the phone numbers listed at the bottom of this page.



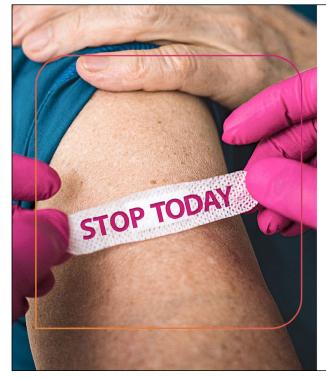
Commit to Quit Smoking

A new year means new resolutions. 2024 is the year you finally kick your smoking or vaping habit. There are so many benefits to quitting, including how much it can improve your overall health.

Quitting can be hard - especially if you're not prepared.

But don't worry. We have a few simple steps you can take to help make it all a little bit easier.

- Plan a quit date. January 1 is obviously a great time to start fresh, but it's not the only time. If you're not ready, rushing will only set you up for failure. Pick a date to quit and give yourself time to mentally prepare.
- Calculate the savings. Smoking and vaping are expensive habits to keep up with. The website SmokeFree. gov reports if you smoked a pack a day, quitting would save you about \$2,200 a year or more depending on where you live.
- Find your reason. There are so many good reasons to quit, but finding one that keeps you motivated is important. It could be something as simple as quitting for your health. You might want to do it to save money. Or you want to be healthy for a loved one or a new baby on the way. Knowing your reason will help you push through the stressful and hard times.



silversummit healthplan

We Get You

Better Health Outcomes

Smoking cessation is covered through Tobacco-Free Nevada & National Jewish Health.

Certain medications, patches or gum to help you stop smoking are covered.

Call **1-800-QUIT-NOW** (**784-8669**) or **1-844-251-0004**

For more information visit: **SilverSummitHealthplan.com** or call **1-844-366-2880** TTY/TDD: 1-844-804-6086.

- **Know your triggers.** If you're aware of the things that push you to smoke, you can better manage those triggers. Then, when you find yourself in those situations, you're prepared to handle them.
- **Fight cravings.** The reality is that cravings will happen. But, if you know what you need to do to manage your urge to smoke, it will make all the difference. Find ways to distract yourself and curb your cravings until they pass.
- Don't be afraid to ask for help. There is no shortage of tools out there to help you curb your habit. You can talk to your doctor about help that may be available. Look for support from a Quit Coach, Quitline, support texts, or even apps on your phone. Even though quitting is entirely your decision, it's important to remember you don't have to do this alone.

More info: https://www.cdc.gov/tobacco/campaign/tips/quit-smoking/guide/steps-to-prepare.html





Bless you!

Allergy season is back.

When you have allergies, spring can be a mixed bag. Mild weather... yay. Pollen and allergens that make you sneeze and your eyes water... not so much. Try these tips to get a little relief and make it through allergy season more comfortably!

1 ASK YOUR DOCTOR ABOUT A TEST.

Allergy testing has come a long way in the past decade. Find out what specific triggers your body responds to.

2 STAY IN TO WIN.

Allergens thrive in windy, dry weather. Use this as an excuse to stay inside more this season. Get cozy with a book or TV show!

3 WHAT'S THE INDEX?

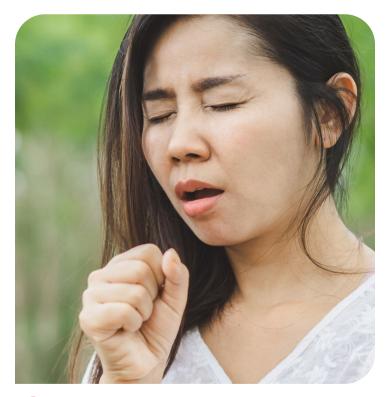
Most TV stations broadcast allergy forecasts during weather segments. There are also websites and apps that can alert you to conditions in your area.

4 BREATHE EASIER INSIDE.

Crank up the AC instead of using window ventilation.

5 FILTER OUT THE BAD.

Change air filters regularly for the best quality air flow. Keep your carpets and floors clean and dust-free.



6 CLEANLINESS IS POWER.

Take a bath or shower before going to bed to keep your sheets allergen-free.

7 DIET MAKES A DIFFERENCE.

Keep an eye on your food intake. Certain foods like sugars, wheat and dairy can make your allergies worse. Take note of symptoms like nausea, headache, dizziness or an itchy throat after eating. Drink plenty of water to flush and hydrate your system.

Now you've got the tools that will help you beat your allergies this season!



Springtime fruit and veggie pairings.

Spring is here!



That means we have yummy fruits and veggies to eat. Try these healthy combos:

- **1. Tangy vitamin boost.** Roast asparagus with lemon and garlic. It's a tasty side dish. Lemons have vitamin C for a strong immune system. Asparagus has vitamin K, iron and zinc for healthy growth.
- 2. Low-cal springtime salad. Make a salad with fresh baby spinach. Add golden raisins, lemon zest, apricots and a light dressing. Spinach has protein and vitamin K. Apricots have nutrients and immune-boosting vitamin A.
- **3. High-protein greens.** Cook artichokes and green peas with shallots, parsley and mint. It's a rich, herbal dish. Artichokes are good for your heart and high in fiber. Green peas have protein to keep you full.
- **4. Wholesome & frozen.** Blend frozen honeydew and sliced kiwi with lime juice and ice. It makes a cool smoothie. Honeydew has potassium and keeps your heart healthy. Kiwi has fiber, antioxidants, potassium and vitamin C to help control blood pressure.
- **5. Sweet & spicy bite for eyesight.** Add sliced mango to your lettuce salad. Make a dressing with lime, honey, vinegar, olive oil, salt and chili powder. Mango has fiber for digestion and vitamin A for your eyes. Lettuce has vitamins A and C.

Try these combos for a tasty and healthy bonus to your meals. Savor the springtime harvest!



Get out and play!

As the weather gets warmer, make sure your kids are spending some more time outside. Getting them away from electronics can be hard. Fresh air can improve their mood, increase their physical activity and stimulate their minds. Here are some tips on how to enjoy the outdoors with your children this season:

- 1. **Go H2O.** An easy way to beat springtime boredom is fun in the water. Inflatable pools and sprinklers can go a long way and keep you cool in the sun. Don't forget sunscreen, watch your kids closely and be sure to read the water safety article on the next page.
- **2. Change of scenery.** Going to a park is better than being glued to your screens. Parks are a great place for children to interact with each other and get some exercise.
- **3. Spin your wheels.** Biking is a great activity in the spring. Health benefits include cardio exercise, improved balance and building strength. Find some local bike trails, and explore with the whole family.

- **4. Patio picnic.** We recommend spending about three hours a day outside, and an easy way to do that is to bring food. Have snacks or a full picnic on your patio.
- **5. Bring hobbies outside.** Many toys and games can take place outside. Leave the electronics at home and enjoy nature. Give your kids the choice of what they can bring for bonus points.
- **6. Rain or shine.** Don't let the weather bring you down. Some rubber rain boots and old clothes are enough to keep outdoor play fun even in the rain. Don't be afraid to splash around with your kids.
- **7. Play dates.** Kids thrive around other kids. Set up a few play dates, and share the duties with other parents. They'll develop social skills and creativity.

Get outside and soak in that vitamin D!





Splash safely.

When the weather gets warm, kids — and many adults — begin dreaming about a refreshing swim, a Slip 'N Slide® or even a simple dash through a sprinkler. However, water can be as dangerous as it is fun. Drownings happen every day, and they're not just in pools or lakes. They can happen in bathtubs and even buckets, and it only takes a moment.

Here are some tips to enjoy the fun and prevent the dangers.

- **Permission granted.** Teach children to always ask permission to go near water.
- Fenced in. Make sure pools and hot tubs have fencing on all four sides. The fence should be at least four feet tall with swing gates that close and latch on their own.
- **No distractions.** Stay with kids, even with a lifeguard on duty. Young children can drown in as little as one inch of water, so keep them within arm's reach without any distractions, like phones.
- **Empty after use.** Water should be drained after use. Store tubs, buckets and containers upside down and out of children's reach.
- **Closed lids.** Keep toilet lids and doors to bathrooms and laundry rooms closed when not in use.
- Life jackets save lives. Children, inexperienced swimmers and anyone in a boat should wear U.S. Coast Guard-approved life jackets. Blow-up floaties, even though they float, are not enough.
- Bring your friends. Never swim alone.
- **No messing around.** Pushing or dunking your friends can quickly become unsafe.
- No diving. If you don't know how deep the water is, don't dive in headfirst.
- Float where you can swim. Keep checking to see if the water is too deep or if you are too far away from the shore or poolside.



A child or weak swimmer can drown in the time it takes to reply to a text or apply sunscreen. Stay safe out there and have fun!

The YMCA, in partnership with SilverSummit has a cool program called **Safety Around Water** (**SAW**) designed for kids age 5-12*. The SAW program teaches water safety skills and is free to our SilverSummit Members. For more information: www.lasvegasymca.org/safety-around-water/*
*Clark County Members only.



Get Healthy, Get Connected and Get MORE!





Are your kids ready for a fun-filled summer?

Say goodbye to school and hello to our FREE summer camps in Northern and Southern Nevada!

For our Members in **NORTHERN NEVADA**, check out the **Sierra Nevada Journeys Summer Day Camp!**For five weeks during the summer, kids aged 6-8 will enjoy outdoor games and learning. They'll discover interesting things about bugs and butterflies and play teamwork games. And hey, lunch will be provided.

Need more info? Call us at 1-775-355-1688 or just scan the QR Code in our newsletter.





And for our Members in **SOUTHERN NEVADA**, get your kids ready for five awesome weeks at YMCA camps! They'll meet new buddies, swim, and try out loads of fun stuff. Maybe they want to learn about space, cook up a storm, build robots, or show off their acting skills—the YMCA camps have something for everyone!

Need more info? Scan QR Code.





So, are you ready to give your kids a summer they'll never forget? Let's kick off the adventure!

AND there are more benefits being a SilverSummit Member!



You'll get extra awesome FREE benefits:

- Gym Membership
- YMCA Memberships
- Costco Gold Card
- Tutoring for Kids

Stay connected and more:

Your online member account is a great way to not only stay up to date with important plan information but also to help improve your health.

Look at everything you can do:

- Manage your My healthpays rewards
- Find or change your doctor
- Get care through our virtual health services
- Join our Start Smart for Your Baby®
- View your claims status and more



You can contact SilverSummit in different ways.

- Call us at 1-844-366-2880 (TTY/TDD 1-844-804-6086)
 from 8am to 5pm Monday to Friday.
- Email us at <u>NVSS_CareMangement@SilverSummitHealthplan.com</u>
- If you want to send a secure message, log into your member portal and use the secure messaging system.
- If you need help with benefits or resources, email us at: communitysolutions@silversummithealthplan.com.
- Send us a message on Twitter or Facebook.

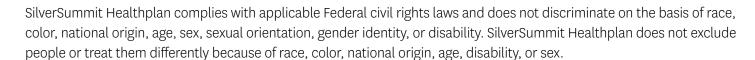
WE ARE HERE FOR YOU! silversummithealthplan.com



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twitter.com/SilverSummitHP



SilverSummit Healthplan cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, origen nacional, edad, sexo, orientación sexual, identidad de género o discapacidad. SilverSummit Healthplan no excluye a las personas ni las trata de manera diferente debido a raza, color, origen nacional, edad, discapacidad o sexo.

If you, or someone you're helping, has questions about SilverSummit Healthplan, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-844-366-2880, (TTY/TDD: 1-844-804-6086).

Si usted, o alguien a quien está ayudando, tiene preguntas sobre SilverSummit Healthplan, tiene derecho a recibir ayuda e información en su idioma sin costo. Para hablar con un intérprete, llame al 1-844-366-2880, (TTY/TDD: 1-844-804-6086).



Marketplace Plan: 1-866-263-8134 (TTY/TDD 1-855-868-4945) Medicaid Plan: 1-844-366-2880 (TTY/TDD 1-844-804-6086)

English: Language assistance services, auxiliary aids and services, and other alternative formats are available to you free of charge. To obtain this, please call the number above.

Español (Spanish): Servicios de asistencia de idiomas, ayudas y servicios auxiliares, y otros formatos alternativos están disponibles para usted sin ningún costo. Para obtener esto, llame al número de arriba.

Tagalog (Tagalog): Mayroon kang makukuhang libreng tulong sa wika, auxiliary aids at mga serbisyo, at iba pang mga alternatibong format. Upang makuha ito, mangyaring tawagan ang numerong nakasulat sa itaas.

简体中文(Chinese):可以免费为您提供语言协助服务、辅助用具和服务以及其他格式。如有需要,请拨打上述电话号码。

한국어(Korean): 언어 지원 서비스, 보조적 지원 및 서비스, 기타 형식의 자료를 무료로 이용하실 수 있습니다. 이용을 원하시면 상기 전화번호로 연락해 주십시오.

Tiếng Việt (Vietnamese): Các dịch vụ trợ giúp ngôn ngữ, các trợ cụ và dịch vụ phụ thuộc, và các dạng thức thay thế khác hiện có miễn phí cho quý vị. Để có được những điều này, xin gọi số điện thoại nêu trên.

አማርኛ (Amharic)፦ ከክፍያ ነጻ የቋንቋ ድጋፍ አንልግሎቶች፣ ተቀጽላ እርዳታዎች እና አንልግሎቶች፣ እና ሌሎች አጣራጭ ቅርጸቶች ያገኛሉ። ይህን ለማግኘት እባክዎን ከላይ ባለው ቁጥር ይደውሉ።

ไทย (Thai): บริการช่วยเหลือด้านภาษา อุปกรณ์และบริการเสริม รวมทั้งรูปแบบทางเลือกอื่น ๆ มีให้ท่านใช้ได้โดยไม่เสียค่าใช้จ่าย หากต้องการขอรับบริการเหล่านี้ กรณาติดต่อทางโทรศัพท์ที่หมายเลขข้างต้น

日本語 (Japanese): 言語支援サービス、補助器具と補助サービス、その他のオプション形式を無料でご利用いただけます。ご利用をお考えの方は、上記の番号にお電話ください。

العربية (Arabic): خدمات المساعدة اللغوية والمعينات والخدمات الإضافية وغيرها من الأشكال البديلة متاحة لك مجانا. للحصول عليها، يرجى الاتصال بالرقم أعلاه.

Русский язык (Russian): Вам могут быть бесплатно предоставлены услуги по переводу, вспомогательные средства и услуги, а также материалы в других, альтернативных, форматах. Чтобы получить их, позвоните, пожалуйста, по указанному выше номеру телефона.

Français (French): Des services gratuits d'assistance linguistique, ainsi que des services d'assistance supplémentaires et d'autres formats sont à votre disposition. Pour y accéder, veuillez appeler le numéro ci-dessus.

فارسي (Farsi) : خدمات ترجمه، حمایت های ؛ خدمات کمکی و سایر انواع دیگر به صورت رایگان در اختیار شما قرار می گیرند. برای به دست یابی به این خدمات، لطفا با شماره تلفن بالا تماس بگیرید.

Samoan (Samoan): Auaunaga e lagolago i lau gagana, auaunaga fesoasoani atu, ma isi auaunaga e maua fua atu e leai se totogi. Pe a mana'omia ia auaunaga, vili le numera o loo tāua i luga.

Deutsch (German): Sprachunterstützung, Hilfen und Dienste für Hörbehinderte und Gehörlose sowie weitere alternative Formate werden Ihnen kostenlos zur Verfügung gestellt. Um eines dieser Serviceangebote zu nutzen, wählen Sie die o. a. Rufnummer.

Ilokano (Ilocano): Makaala kayo iti libre nga tulong para iti serbisyo nga kasapulan maipanggep iti lengguwahe, dadduma nga tulong ken serbisyo, umawag kayo laeng iti numero nga adda iti ngato.