



WHOLE you

2026 | FALL



**Be sure to look at the calendar
for events near you:**

[www.silversummithealthplan.com/
members/medicaid/benefits-services/
events.html](http://www.silversummithealthplan.com/members/medicaid/benefits-services/events.html)



Did you miss our
last newsletter?
[Take a look here](#)



**Welcome to another edition of *Whole You*, a newsletter
from SilverSummit Healthplan.**

In this edition you'll find:

- **Medicaid Changes are Coming**
- **Urgent Care or the Emergency Room? Know Where to Go**
- **Supporting a Healthy Pregnancy: Get a Free Blood Pressure Cuff**
- **It Pays to Stay Healthy**
- **Five Tips for Healthy School Lunches**
- **Did You Know We Have a Mobile App?**
- **Seasonal Wellness Made Simple**

***We hope you enjoy this issue and that it helps you
take care of the whole you.***



Medicaid Changes Are Coming

Starting January 1, 2027, there are new Medicaid rules.

These rules may change your coverage. To keep your benefits, you need to know what to do.

Renew your coverage 2 times each year

You may need to renew your Medicaid every **6 months** now (not once a year).

To keep your coverage:

- Make sure your address, phone number, and email are correct with the state
- Check your mail for Medicaid letters
- Fill out and send back forms from the state on time

You can update your info by going to NevadaMedicaid.nv.gov, calling **1-866-569-1746**, or visiting your local Medicaid office.

Work or school may be needed

Some members may need to do **80 hours each month** of:

- Work
- School
- Job training
- Volunteering

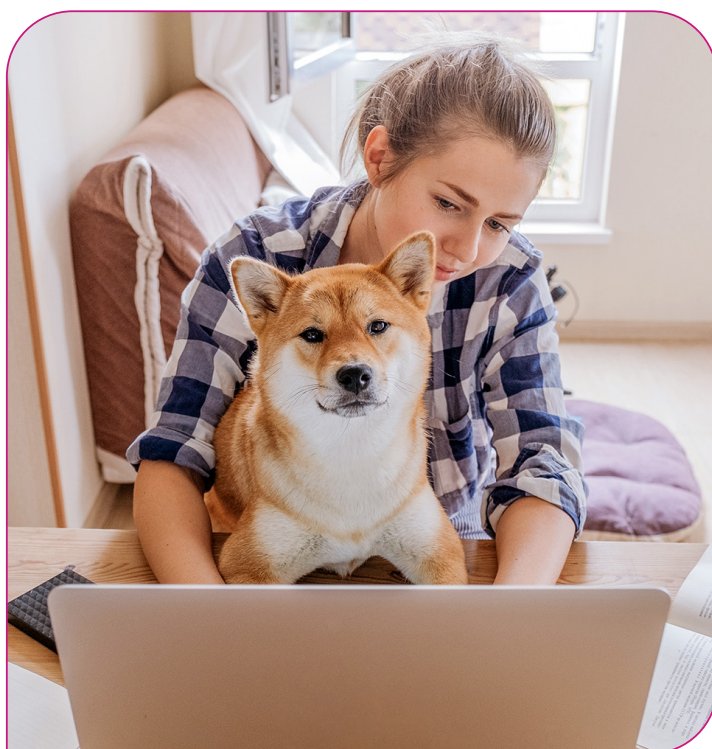
Some people do not have to do this.

You may not have to if you are:

- Sick
- Pregnant
- Taking care of young children

Check if this rule is for you at

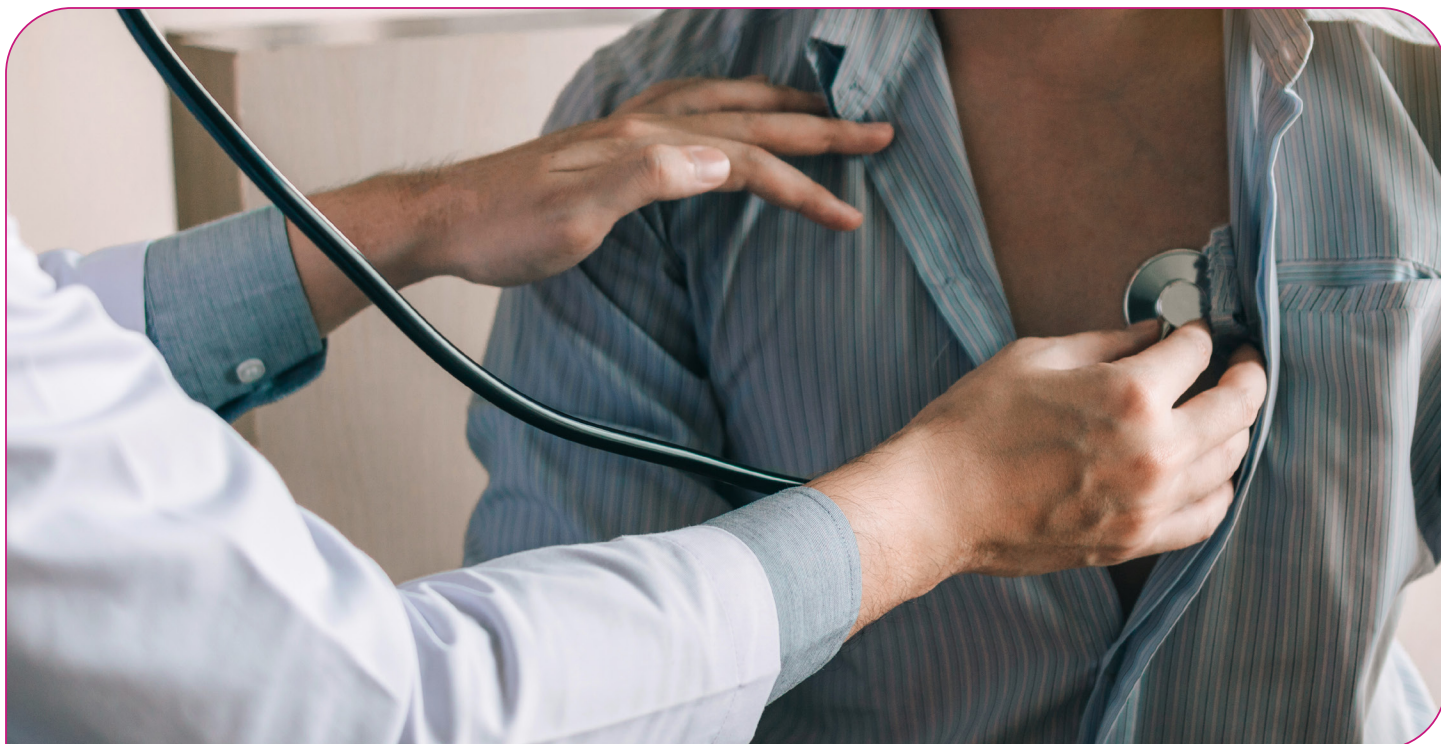
NevadaMedicaid.nv.gov or call 1-844-366-2880.



We are here to help!

If you have questions or need support, call us at 1-844-366-2880 or visit us at SilverSummitHealthplan.com.

Urgent Care or the Emergency Room? Know Where to Go



When you feel sick or hurt, it can be hard to know where to go for help. **Should you visit urgent care? Or should you go to the emergency room (ER)?** Choosing the right place can help you get care faster and may cost less. It can also help make things feel easier.



When to Go to Urgent Care

Urgent care is for health problems that need care today but are not life-threatening.

Some examples of when to go:	Urgent care may provide:
■ A sprain or strain ■ A small broken bone, like a finger or toe ■ Fever or flu symptoms ■ Mild stomach pain ■ Mild asthma or allergy symptoms ■ A sore throat, sinus pain, or ear pain ■ Minor burns or rashes	■ X-rays ■ Stitches for small cuts ■ Breathing treatments ■ Tests for strep throat, flu or COVID ■ Medicine for fever, vomiting or diarrhea



Urgent Care or the Emergency Room? Know Where to Go, continued



When to Go to the Emergency Room (ER)

The ER is for serious or life-threatening emergencies. People with the most serious problems are seen first.

Some examples of when to go:	The ER may provide:
■ Chest pain or trouble breathing ■ A serious head injury or passing out ■ A large broken bone, like a hip or leg ■ A severely broken bone, like a bone that pierces through the skin ■ A seizure ■ Heavy bleeding that will not stop ■ Signs of a heart attack or stroke, such as loss of vision, drooping face, numbness in one arm or leg, or difficulty speaking ■ Poisoning ■ A drug overdose	■ Lifesaving care for heart attacks and strokes ■ Advanced trauma care for severe injuries ■ Treatment for serious head injuries ■ Help for severe allergic reactions ■ Emergency care for pregnancy-related complications ■ Advanced tests and imaging

Where Do I Go?

Here are a few everyday examples:

- **Flu symptoms:** Go to urgent care for fever, cough or sore throat.
- **Chest pain:** Head straight to the ER if there are any signs of a heart attack.
- **Sprained ankle:** Visit urgent care for an exam and X-ray.
- **Allergic reaction:** Go to the ER if you have trouble breathing or facial swelling.

For life-threatening emergencies, call 911 or go directly to the ER.

If you or a loved one is having a mental health crisis, you can **call or text 988** for 24/7, for private, cost-free help.

If you need help deciding where to go, call our 24-hour nurse line: **1-844-366-2880**.



[Explore all your SilverSummit Healthplan care options.](#)

Supporting a Healthy Pregnancy: Get a Free Blood Pressure Cuff

Your health matters during pregnancy and after your baby is born.

Pregnancy and the months after your baby is born can bring many changes. Taking care of yourself is one of the best ways to take care of your baby. High blood pressure can happen during pregnancy or after delivery, even if you have never had blood pressure problems before. If it is not treated, it can lead to serious health issues for you and your baby.

Did You Know?

You can get a blood pressure cuff from SilverSummit during pregnancy and for up to 12 months after your baby is born—even if you do not have a history of high blood pressure.

A healthy pregnancy starts with knowing your numbers. Checking your blood pressure at home can help you and your doctor catch problems early and keep you and your baby healthy.

Why Check Your Blood Pressure?

Checking your blood pressure at home can help:

- Find problems early
- Support a healthier pregnancy
- Protect your health after your baby is born
- Help you know when to call your doctor
- Give you peace of mind between appointments



How to Get Your Free Blood Pressure Cuff

Getting your free blood pressure cuff is easy!

STEP 1: Email the SilverSummit Care Management Team at:
SilverSummit_CareCoordination@Centene.com

STEP 2: Include “BP Cuff Request” in the subject line.

STEP 3: Include the following information:

- Your full name
- Your date of birth
- Your phone number
- Your mailing address

The Care Management team will coordinate delivery of the blood pressure cuff directly to your home.



Supporting a Healthy Pregnancy: Get a Free Blood Pressure Cuff, *continued*

Learn How to Check Your Blood Pressure at Home

Once you receive your blood pressure cuff, watch this short video to learn how to take an accurate blood pressure reading:

Watch the Blood Pressure
Check Video



Know the Warning Signs

Call your doctor right away if you have:

- A severe headache that does not go away
- Blurry vision or seeing spots
- Swelling in your face or hands
- Trouble breathing
- Pain in the upper part of your stomach

If you think you are having a medical emergency, call 911.

Learn More About High Blood Pressure During Pregnancy

The following organizations provide trusted information about high blood pressure during pregnancy and after delivery:

Preeclampsia Foundation

www.preeclampsia.org

Centers for Disease Control and Prevention (CDC)

www.cdc.gov/high-blood-pressure/about/high-blood-pressure-during-pregnancy.html

American College of Obstetricians and Gynecologists (ACOG)

www.acog.org/womens-health/faqs/preeclampsia-and-high-blood-pressure-during-pregnancy

myhealthpays®

It Pays to Stay
Healthy

Did you know you can earn My Health Pays® rewards from SilverSummit Healthplan when you complete certain healthy actions?

Activities such as completing your health screening, yearly wellness checks and screenings and tests.

You can use your rewards to make purchases or pay for a variety of services:

- Everyday items at Walmart
- Utilities
- Telecommunication
- Transportation
- Childcare
- Education
- Rent

Visit SilverSummitHealthplan.com today to learn more about our My Health Pays® rewards!



1. Use Foods You Already Have

2. Add Crunchy Foods

3. Swap Out Chips

A white bento box is filled with a variety of healthy snacks. In the top left compartment, there are sliced cucumbers, cherry tomatoes, and broccoli florets. The bottom left compartment contains slices of yellow bell pepper, cheese, and a bunch of purple grapes. The two right compartments each contain a sandwich. The top sandwich is decorated with a ham slice, two radish slices for eyes, a tomato slice for a nose, and a cucumber slice for a smile. The bottom sandwich is decorated with a ham slice, two cucumber slices for eyes, a tomato slice for a nose, and a cucumber slice for a smile. The bento box is placed on a wooden surface next to three colorful spiral notebooks (yellow, green, and pink) and three colored pencils (red, orange, and blue).

4. Try Easy Dips

5. Make Fruit Fun

Fruits help kids stay healthy and strong. They have vitamins that help fight sickness. Try mixing berries together for a colorful fruit cup. You can also make fruit on sticks using different fruits. Pack yogurt, fruit, and granola separately so kids can make their own parfait. Cottage cheese with peaches or apple slices with nut butter are other easy ideas.

Did you know we have a Mobile App?



Get the Health Insurance Portal mobile app to stay connected and informed with SilverSummit Healthplan on the go. Our mobile app is a convenient and secure tool, to help you take control of your health.

SEARCH FOR CARE

Find doctors and urgent care near you or change your primary care doctor.

VIEW YOUR BENEFITS

See the benefits and services available to you.

ACCESS YOUR MEMBER ID CARD

Open and share your digital member ID card in the app or save it to your mobile wallet.

TAKE A HEALTH QUIZ

Let us know your health needs to better serve you.

LET US KNOW YOU'RE PREGNANT

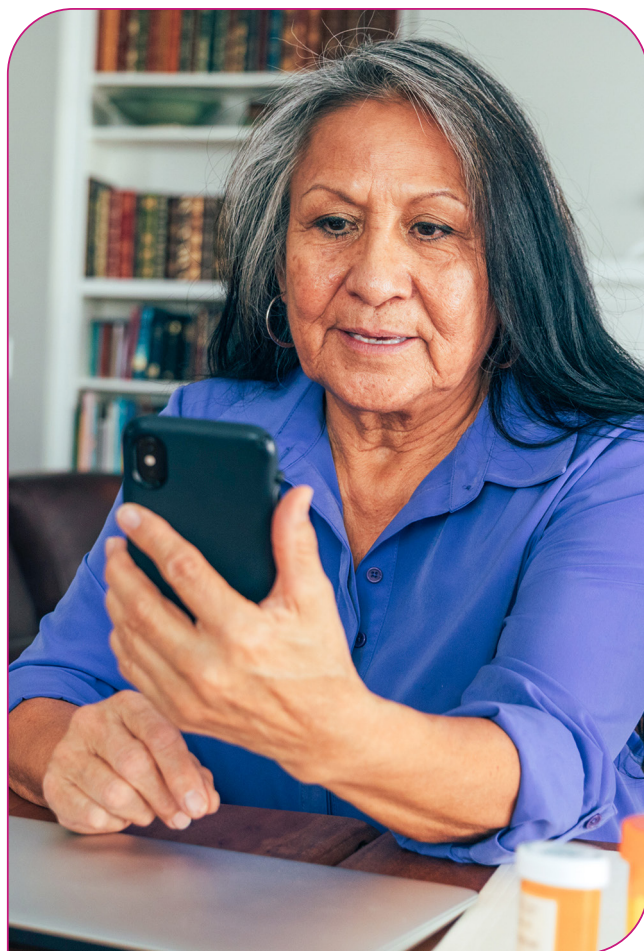
We can connect you to programs and services for a healthy pregnancy.

HOW TO GET STARTED

1. Download the App: Search for “Health Insurance Portal” in the App Store or Google Play.

2. Select Nevada: From the “state” drop down menu, select “Nevada.”

3. Log In: Use your member portal login or create an account to get started.



DOWNLOAD TODAY



Seasonal Wellness Made Simple. We're Here for You.

This time of year, sniffles, coughs and feeling run-down can become more common. Illnesses like flu, COVID-19 and RSV can spread more in late fall through early spring.

Small steps can help. Wash your hands often. Use hand sanitizer. Cover your coughs and sneezes. Stay away from others when you are sick.

If you do get sick, getting care is easier than you think. Knowing where to turn can help you get the care you need and start feeling better.



Stay Protected: Consider Covered Vaccines

SilverSummit Healthplan covers preventive vaccines, so you can stay protected without worrying about the cost. This includes shots for flu, RSV and COVID-19. Talk to your doctor about what shots are right for you. Your doctor may suggest one or more vaccines to help keep you from getting very sick based on your current health risks.

Feeling Sick? Choose In-Person or Virtual Care

If you wake up with a fever or a cough that will not go away, you have options. Schedule an in-person visit with your doctor or a virtual care appointment. We cover both, so you can focus on feeling better.

 [Virtual care](#)



24/7 Expert Advice: Call a Nurse Anytime

Not sure what to do? You don't have to figure it out alone. You can call a nurse any time, day or night, at no cost to you. You have a health expert by your side, ready to help when you need it.

 **24-hour nurse line: 1-844-366-2880**

Learn More: Search Our Health Library

Sometimes you just need quick, reliable information. The health library can help. Learn about symptoms. Find ways to stay healthy. Explore articles and videos about RSV, COVID-19, flu and more.

 [Visit our health library](#)





NEVADA MEDICAID'S RENEWAL

is the eligibility process you must go through to keep your SilverSummit Healthplan coverage.

COMPLETE YOUR 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. Make sure to choose the SilverSummit Healthplan checkbox.

Here are all of the ways you can submit your renewal:



BY PHONE: Call Customer Service phone number **1-844-366-2880**.



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



ONLINE: We can help you create an account to see when your renewal is due. You can submit your form online. You can also upload a copy of your completed and signed annual renewal form to DWSS. Contact NVSS_CareEngagement@SilverSummitHealthplan.com for help!



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

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

- Complete certain parts of renewal forms for the Medicaid renewal process
- NOT LOSE COVERAGE
- Complete certain parts of the reconsideration forms when Members have been terminated because of missing paperwork
- 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

Email Community Solutions at CommunitySolutions@SilverSummitHealthplan.com for more information.

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, balances, and more. Member Portal: www.silversummithealthplan.com/login.html



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 or by calling Member Services at the number below. Complete it within 30 days to earn an 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 SilverSummitHealthplan.com.



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 rewards.

Now 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 Member Services at 1-844-366-2880 (TTY: 1-844-804-6086, Relay 711).



Revised Member Handbook is available NOW!

Your handbook tells you about your benefits and how to use the services and programs available.

You can find the handbook online at

<https://www.silversummithealthplan.com/members/medicaid/resources/handbooks-forms.html>.

To request a printed copy of our Member Handbook at no cost, call Member Services at **1-844-366-2880 (TTY: 1-844-804-6086, Relay 711)**.

The printed copy will be mailed to your mailing address. Your request will generate an email letting you know your request has been received. The paper copy of the Member Handbook will arrive within five business days.

Stay connected and more

Look at everything you can do:

- Manage your 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

Login to Your Member Portal: 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.

Contact SilverSummit

- Call us: **1-844-366-2880 (TTY: 1-844-804-6086, Relay 711)** from 8am to 5pm Monday to Friday.
- Email us at NVSS_CareManagement@SilverSummitHealthplan.com
- 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](https://www.SilverSummitHealthplan.com)



facebook.com/SilverSummitHealthplan



twitter.com/SilverSummitHP

SilverSummit Healthplan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

SilverSummit Healthplan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

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).

SilverSummit Healthplan cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, origen nacional, edad, discapacidad o sexo (incluido el embarazo, la orientación sexual y la identidad de género).

SilverSummit Healthplan no excluye a las personas ni las trata de manera diferente debido a raza, color, origen nacional, edad, discapacidad o sexo (incluido el embarazo, la orientación sexual y la identidad de género).

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 ሂሳብ የታዘዙ ድጋፍ አገልግሎቶች፣ ተቀጽላ እርዳታዎች እና አገልግሎቶች፣ እና ሌሎች አማራጭ ቅርጾች ያገኛሉ። ይህን ለማግኘት እባክዎን ከላይ ባለው ቁጥር ይደውሉ።

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

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 مجاناً. 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، لطفاً 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.