



Important Update Regarding State of Emergency Declaration

August 13, 2026

Patient Care Coordination Protocol for Members impacted by the Bug and Fred Mountain Fires

- Effective August 10th, 2026 and is expected to remain effective through August 17, 2026.
- Applies to Nevada Medicaid, and Exchange members impacted by the Bug and Fred Mountain Fires, including affected areas of Washoe County and the Reno-Sparks Indian Colony.

Dear Provider Partner,

Governor Lombardo declared a State of Emergency on August 10th, related to the Bug and Fred Mountain Fires. SilverSummit Healthplan (SSHP) has implemented temporary flexibilities to support impacted members. These flexibilities apply to all of our membership in the affected areas which include **SSHP Medicaid, Ambetter** and **Wellcare**. Our priority is to maintain access to medically necessary care and avoid disruption during the emergency period.

SSHP has taken immediate steps to ensure members who reside in the geographic and fall into the following criteria are receiving outreach from the health plan to assist in ensuring continuation of medically necessary services.

- ✓ Electricity-dependent for life-sustaining equipment;
- ✓ Receiving dialysis;
- ✓ Receiving HCBS waiver services;
- ✓ Receiving home health or personal care;
- ✓ Oxygen-dependent;
- ✓ Pregnant;
- ✓ Receiving medication-assisted treatment; or

A member with complex or serious medical needs constituting elevated risk.

Immediate Actions taken by SSHP

Pharmacy Flexibilities for Members While the Declaration of Emergency is in effect.	✓ Suspend refill-too-soon edits and allow early refills where authorized refills remain. ✓ Except for Schedule II controlled substances, approve at least a 30-day supply for any covered outpatient drug, regardless of last fill date. ✓ Ensure compliance with NRS 639.23965 and pay claims without reduction or recoupment due to quantity concerns. ✓ Suspend prior authorization, step therapy, and quantity limits for maintenance medications, and honor existing prior authorizations without resubmission. ✓ Cover medications dispensed by out-of-network or out-of-state pharmacies when network access is not reasonably available. ✓ Pay for replacement drugs, DME, and supplies lost or damaged due to the events covered by the Governor's Declaration without requiring new prescriptions, except when a new prescription is otherwise required by law. ✓ Apply flexibilities at the geographic level defined in the Governor's Declaration and maintain system capability for ZIP-code and county level edits. <i>Nothing in this guidance authorizes dispensing practices inconsistent with state or federal controlled substance laws.</i>
Prior Authorization & Utilization Management Requirements for Members While the Declaration of Emergency is in effect.	✓ Reasonably suspend prior authorization requirements for medically necessary services to ensure appropriate continuity of care. ✓ Extend existing prior authorizations and honor such authorizations across all providers, including out-of-network and out-of-state facilities. ✓ Suspend any service reduction, suspension, or termination unless requested by the member. ✓ Prohibit denial, reduction, or recoupment based on requirements suspended under this section.
Network & Payment Requirements for Providers Rendering Care to Members in Affected Areas.	✓ Authorize and pay for medically necessary covered services furnished by out-of-network or out-of-state providers at the appropriate rate for the provider, or not less than the Nevada Medicaid fee-for-service rate, as applicable. ✓ Require providers to accept payment as payment in full and prohibit balance billing. ✓ Suspend referral and prior-notification requirements for these services.

If you are a Provider that is impacted by the evacuation, please contact Provider Services at 1-844-366-2280 or outreach to your Provider Engagement Representative.

If you have a member that needs assistance, we are here to help. Please have them contact Member Services at 1-844-366-2880.

Thank you,

SilverSummit Healthplan