



December 21, 2023

Nevada Medicaid Web Announcement 3248

COVID-19 UNWIND: Recipient Nevada Medicaid Disenrollments and Procedural Denials to Restart Effective January 1, 2024

Nevada Medicaid paused procedural terminations from October to December 2023 as a result of the Centers for Medicare & Medicaid Services (CMS) notice to states issued on August 30, 2023, and referenced in the [September 15, 2023 Nevada Department of Health and Human Services \(DHHS\) Press Release](#).

Nevada Medicaid has successfully mitigated the compliance requirement and will be restarting recipient disenrollments effective January 1, 2024. See the [press release dated December 11, 2023](#), regarding procedural denials for Medicaid resuming January 1, 2024. Renewal packets due for January 1, 2024, were mailed to households in November 2023. Packets that are not returned will result in recipients being disenrolled in Nevada Medicaid effective January 1, 2024.

If additional information is needed to process the renewal, a letter will be sent to the individual. With the change in disenrollment process, if a packet is not returned or additional requested information is not provided, only the affected members will be disenrolled, while the household members that were automatically renewed remain eligible.

Providers with questions regarding unwind may visit the Division of Health Care Financing and Policy's [Unwinding COVID-19 Information](#) website or send an email to: CommunityAndProvider@dhcfp.nv.gov

New resources are now available on the [COVID-19 Unwinding Member Outreach](#) webpage, including a flyer for members and Patient-Centered Messaging for Clinical Offices and Health Care Settings. Please continue to print, post and share [this "Renewing Medicaid is Easy" flyer for recipients](#).

The toolkit posted on the [COVID-19 Unwinding Member Outreach](#) webpage has messaging to use with patients to get the word out about Medicaid and the Children's Health Insurance Program (CHIP) renewals and other coverage options available for patients who have been disenrolled from Medicaid or CHIP coverage. The toolkit is intended for use by physicians, pediatricians, behavioral health professionals, pharmacists, community health centers, and other health care professionals. The messaging in this toolkit can be used at offices' front desks, lobby/waiting areas, billing departments, and patient portals.

COVID-19 Unwinding Reminders for Providers:

When you engage with a Nevada Medicaid recipient by phone, in person and/or by email:

1. Ask recipients to keep an eye out for a renewal packet in the mail. Notify them that the packet should arrive by mail about two months before their redetermination date.
2. Providers and pharmacists can give recipients their redetermination date (Look up in the Electronic Verification System (EVS); see [Web Announcement 3045](#) for instructions).
3. Ask recipients if their address is up-to-date and point them to the [UpdateMyAddress flyer](#). Please post it publicly and distribute.

Nevada Medicaid recipients can take pictures of their completed renewal packets and send the pictures to RenewMyMedicaid@DWSS.NV.GOV or take completed packets to a local Division of Welfare and Supportive Services (DWSS) office, or return by mail or fax. DWSS contact information is available [here](#).

Please forward this message to anyone who may find it of interest so that they can [sign up for notifications](#) from Nevada Medicaid.