



**January 9, 2026 (Updated January 27, 2026)**

**Nevada Medicaid Web Announcement 3815**

## **Statewide Managed Care Provider Support**

Please note that the message below is intended to support Medicaid-enrolled providers through the ongoing transition of the Medicaid Managed Care delivery system to rural Nevada. If members have any questions about their coverage or health plan, they should contact the Medicaid District Offices at (866) 569-1746.

Providers with questions about a Medicaid member's coverage should call the member's health plan (CareSource or SilverSummit) first. MCO health plans are responsible for ensuring continuity of care for members, including during plan transitions or when members are redistributed. Please inform your patients that they can continue to receive services from you temporarily, regardless of their health plan. Share this Questions and Answers document with them and post the flyers.

Providers should contact the member's health plan for guidance on billing and contracting using the information below. The health plans are responsible for the care received by members assigned to them.

**Providers Should:**

- Verify the member's current MCO enrollment. Enrolled providers can check the Provider Web Portal (PWP). For all others, contact the Medicaid District Office at (866) 569-1746 for verification of which MCO a member is enrolled with.
- Contact the member's MCO Provider Services phone or network team to coordinate care.
  - **CareSource: (833) 230-2112**
    - [NvhpEngagementTeam@CareSource.com](mailto:NvhpEngagementTeam@CareSource.com)
  - **SilverSummit Healthplan: (844) 366-2880**
    - [NETWORKMGMTNV@SilverSummitHealthPlan.com](mailto:NETWORKMGMTNV@SilverSummitHealthPlan.com)
- Inform patients that they may **temporarily continue receiving services**, even if they are not yet contracted with their assigned health plan. The plans will work with the provider to ensure continued services for the member and timely claims processing, including Single Case Agreements (SCA) if necessary.
  - For CareSource: [SamScanegotiationrequest@CareSource.com](mailto:SamScanegotiationrequest@CareSource.com)
  - For SilverSummit: [Allyson.hoover@silversummithealthplan.com](mailto:Allyson.hoover@silversummithealthplan.com)
- If you would like to enroll with either or both Rural MCOs please reach out to them directly:
  - **CareSource: (833) 230-2112**
    - [NvhpEngagementTeam@CareSource.com](mailto:NvhpEngagementTeam@CareSource.com)
    - [www.caresource.com/nv/providers/medicaid/](http://www.caresource.com/nv/providers/medicaid/)
  - **SilverSummit Healthplan: (844) 366-2880**
    - [NETWORKMGMTNV@SilverSummitHealthPlan.com](mailto:NETWORKMGMTNV@SilverSummitHealthPlan.com)

If you have questions about continuity of care, member transitions, or managed care responsibilities, please contact Nevada Medicaid staff: [StatewideMCO@NVHA.nv.gov](mailto:StatewideMCO@NVHA.nv.gov)

## **Enrollment & credentialing assistance**

**Contact the MCO for:**

- Questions regarding credentialing letters received from an MCO.
- Administrative credentialing denials that require a restart.

**Contact the Credentialing Verification Organization for** Provider questions or inquiries regarding specific to Verisys at (855) 743-6161 or [Outreachsupport@verisys.com](mailto:Outreachsupport@verisys.com)

For provider enrollment information from Nevada Medicaid, visit [Provider Enrollment](#)

For provider enrollment assistance from Nevada Medicaid, contact [ProviderEnrollment@nvha.nv.gov](mailto:ProviderEnrollment@nvha.nv.gov)

**Here is what we are sharing with rural members. Providers should share this with members as well:**

If your doctor or pharmacy does not accept your health plan, call your plan for options: CareSource at (833) 230-2058, or SilverSummit at (844) 366-2880. [Here is more information on the switch.](#)

Thank you for helping ensure uninterrupted access to care for Nevada Medicaid members.