

Transforming the health of the communities
we serve, one person at a time.



WHOLE you

2024 | Q4 BULLETIN



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 SilverSummitHealthplan.com.**

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.

Then the paper copy of the Member Handbook will arrive within five business days.

SAVE THE DATE

Southern Nevada

- **Thursday, September 12, 2024:** SSHP + Enterprise Library Pop Up Clinic & Resource Fair 8310 S Las Vegas Blvd, Las Vegas, NV 89123 from **3pm – 5pm**
- **Tuesday, September 17, 2024:** SSHP + Spring Valley Library Pop Up Clinic & Resource Fair 4280 S Jones Blvd, Las Vegas, NV 89103 from **3pm – 5pm**
- **Thursday, September 26, 2024:** SSHP + Clark County Library Pop Up Clinic & Resource Fair 1401 E Flamingo Rd, Las Vegas, NV 89119 from **3pm – 5pm**
- **Saturday, September 29, 2024:** SSHP + YMCA Community Event 3521 N Durango Dr., Las Vegas, NV 89129 from **4pm – 7pm**
- **Wednesday, October 9, 2024:** Acelero Learning + SilverSummit Community Baby Shower 180 N Westminster Way, Henderson, NV 89015 from **1pm – 3:30pm**

Visit [SilverSummit Healthplan](https://SilverSummitHealthplan.com) for the [COMPLETE list of events](#)



Northern Nevada

- **Saturday, October 12:** Northern Nevada Open Enrollment Event - Switch





NEVADA MEDICAID'S ANNUAL RENEWAL is 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 **1-844-366-2880**.



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 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 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

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

Checking in on your breast health

Keeping your breasts healthy is important to your overall health.

Breast cancer may seem like it comes out of nowhere, but there are ways to detect it early.

Breast cancer screenings help doctors find signs of disease before you feel sick. This makes the cancer that much easier to treat.



Here's how you can take care of your breasts:

- 1 KNOW WHAT'S NORMAL.**
Pay attention to how your breasts usually look and feel. Tell your doctor if you notice any changes.
- 2 GET SCREENED.**
Depending on your age and family history, it might be helpful to get a breast exam or mammogram, which is an X-ray that is used to check for breast cancer. If you are 50 to 74 years old, you should get one each year.
- 3 WATCH FOR SIGNS.**
Look for lumps, swelling or changes in breast size or shape. Check for dimples or redness on your skin. Tell your doctor about anything unusual.
- 4 DO SELF-EXAMS.**
Once a month, feel your breasts for any lumps or changes. You can do this in bed or in the shower. Examine anything that looks different in the mirror.
- 5 MAINTAIN A HEALTHY LIFESTYLE.**
You can lower your chances of getting breast cancer by staying active. This includes eating a healthy diet, getting regular exercise, maintaining a healthy weight and reducing alcohol intake. Ask your doctor any questions you have about your risk.

Speaking with your doctor about your breast health is important. They can be a great resource for you as you get screening results. Get some peace of mind, and check your breasts today.

Commit to Quit Smoking

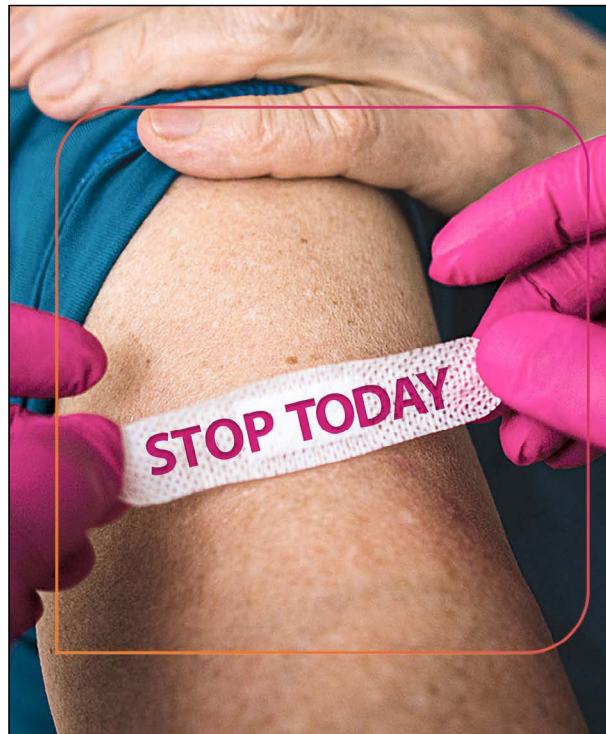
Finish 2024 by kicking your smoking or vaping habit.

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](https://www.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.



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](https://www.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>

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, *myhealthpays*[®] 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 *myhealthpays*[®] 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 *myhealthpays*[®] 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.**

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 NVSS_CareMangement@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

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

ไทย (Thai): บริการช่วยเหลือด้านภาษา อุปกรณ์และบริการเสริม รวมทั้งรูปแบบทางเลือกอื่น ๆ มีให้ท่านใช้ได้โดยไม่มีเสียค่าใช้จ่าย 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.