

Member Advisory Board

Meeting Agenda & Notes

Plan: Nevada Medicaid

Date of Meeting: March 5, 2026

Location of Meeting: Virtual, via Zoom (in-person session was offered at 6385 S. Rainbow Blvd., Suite 500 Las Vegas, NV 89118)

PURPOSE & OBJECTIVES

In accordance with Sections 3.5.1 and 11.4.12 of the Nevada State Medicaid Contract and CFR 42.111, the Member Advisory Board (“Board”) will consist of representatives from CareSource, two community representatives and a minimum of 12 eligible Medicaid or Check-Up members or their designated legal representatives, including a reasonably representative sample of the Long-Term Services and Supports (LTSS) population. CareSource will ensure that the Board is comprised of members from various geographic areas across the State of Nevada, including representation from Urban Clark, Urban Washoe, and rural counties. The CareSource Member Advisory Board is held quarterly to gather input from diverse member populations and to ensure the member voice is integrated into decision-making processes.

PARTICIPANTS

A total of seven eligible members attended the meeting and represented varying demographics. Two community partners were invited and also attended. Various CareSource team members listened in via a backroom which is not visible to members to make them feel more comfortable.

Member Attendees
Veronica
Kenny
Diane
Deseray
Nicole
Debra
Linda

CareSource Staff Attendees
Sasheen Cutchlow , Manager, Member Services
Dr. Tracey Green , Chief Medical Officer, CareSource Nevada
Wendy Whitsett , Manager, Life Services
Pamela James , Consumer Insight Advisor, Consumer Experience
Amy Dluhy , Director, Quality Improvement
Kresh Regina , Director, Pharmacy
Nehemiah Wade , Team Lead, Customer Care
Heather Reynolds , Consumer Insight Lead, Consumer Experience
Billie Miller , Director, Health Partner Engagement
Pamela Pasela , Consumer Insight Advisor, Consumer Experience
Ashley Billmaier , Member Engagement Analyst, CareSource Nevada
Robyn Rohr , Manager, Consumer Experience
Community Representatives
Jennifer Campbell , DOULA Co-Op
Brittany Dupree , Communities in Schools of Nevada

AGENDA

CareSource led the discussions. The moderator shared an overview of the agenda topics which included the following:

1. Welcome

- a. Purpose of CareSource Member Advisory Board and the ground rules
- b. Virtual environment rules
- c. Clarification on no right or wrong answers; talk one at a time; looking for everyone's input and opinions
- d. Clarification on audio and video-taping system
- e. Clarification on importance of minimal distraction, being stationary, keeping cameras on, etc.
- f. Clarification assuring member privacy and that all responses are strictly confidential and members will not be identified by name in any reports or summaries from the research

2. Introductions

- a. CareSource staff
- b. Members

3. Agenda Overview

4. Rose/Thorn Activity

The moderator led a discussion with members about what has been working well for them vs. challenges that they have had so far with the CareSource plan

- a. Rose (what is working well and are positive experiences)
 - i. Care coordination is a standout value-add – members described coordinators as helpful navigators for “medical red tape”, resource finding, and general support
 - ii. Coverage and care support is meeting needs for children and families, including access to services such as speech therapy and ADHD-related supports
 - iii. Provider network and “Find-a-Doc” experience are generally viewed positively; the network was described as robust and the tool as accurate
 - iv. Members’ experience with tools are mostly positive; members notes the app is convenient to access digital ID cards and is smooth overall
 - v. Non-medical, value-added benefits and services are making a meaningful difference for some members (e.g., assistance with unexpected financial hardship and to community resources)
 - vi. Local staff and community partner engagement is impactful; the response times are fast and staff support is proactive
 - vii. There is interest in prevention and wellness; members appreciated a preventive health focus
- b. Thorns (what is challenging and causing frustration)
 - i. Awareness and onboarding gaps remain; several members were confused about the transition to CareSource and wanted clearer direction on where to get accurate information quickly
 - ii. Digital experience needs refinement; some members reported app/portal navigation issues (loops/redirects) and difficult locating benefit details
 - iii. Communication and issue resolution can require multiple touches; members noted it sometimes took several calls/contacts to resolve questions
 - iv. Benefit delivery timing is a pain point (e.g., delays/uncertainty receiving over-the-counter benefits)
 - v. Provider and community knowledge of the plan is inconsistent; some clinics and doctors appeared unfamiliar with CareSource and in one instance encouraged switching plans
 - vi. Members want more information on how we will engage with our network providers to expand knowledge and awareness of CareSource to provider, community partners and other entities; rewards program knowledge and expectations vary; many members were not aware of programs and at least one member noted the absence of a gym membership benefit and expected more promotion of rewards through community touchpoints (providers, faith-based organizations, food pantries)

DISCUSSION & MEMBER FEEDBACK NOTES

MyHealth Rewards Topic

- Sasheen Cutchlow, Manager, Member Services covered MyHealth Rewards and explained that members receive rewards when they get preventive care and complete healthy activities; members can use their rewards to shop for anything from groceries and clothing to diapers and personal care products

Rewards Details

Rewards for Pregnant Moms	Dollar Value
First prenatal visit (Earned once each pregnancy)	\$30
Syphilis screening (Earned once each pregnancy)	\$20
Postpartum visit 7-84 days after the delivery date (Earned once each pregnancy)	\$50
Rewards for Preventive Care	Dollar Value
Completion of the Health Needs Assessment in MyLife	\$25
Breast cancer screening for females aged 40 and older	\$25
Cervical cancer screening for females aged 18 and older	\$20
Completion of a tobacco cessation program	\$25
Colorectal screening	\$15
Flu shot	\$25
Rewards for Chronic Care	Dollar Value
Retinal eye exam (Must have a diabetes diagnosis)	\$25
Kidney screening (Must have a diabetes diagnosis)	\$10

Member Feedback

- Some rewards are seen as relevant, but not all apply to every member; members may participate selectively
- Interest in smoking cessations reward: clarification needed on whether vaping qualifies and what supports are included (e.g., nicotine replacement, counseling, medications)
 - Response from CareSource: vaping is included in the reward and supports can include medications (e.g., Wellbutrin) and therapeutic counseling; approach is personalized based on member need
- Desire for additional/competitive rewards: one member noted a gym membership is not available and wished it were included

- Awareness/marketing opportunity: members expected broader communication about rewards through community touchpoints (doctor offices, faith-based organizations, food pantries)

Life Services Topic

- Wendy Whitsett, Manager, Life Services, reviewed Life Services Programs and the members' experience with the Life Services team, how they receive support, and the Life Services referral process
 - Overview of the Life Services programs
 - Shared that the Life Services team assists members with resources for social determinants of health and workforce goals/needs
 - During discussion component, it was noted that Life Services can also assist with educational goals/needs
 - Life Services Referral
 - Shared eligibility criteria and that members can self-refer into Life Services
 - Life Services team can assist members aged 14 and older
 - Parents or guardians of members are eligible to work with the Life Services team

Member Feedback

- Members want help navigating credentialing/administrative barriers; questions were raised about whether Life Services can help identify required documentation for professional licensing with a felony record (e.g., notary license)
 - Sasheen shared that there are programs within Life Services that can assist with this
- Strong interest in workforce pathways; members asked what the peer connect certification entails and whether Life Services can guide them through completion steps toward becoming a certified peer support specialist (substance use and/or mental health)
 - Wendy shared that this is a certification that could be obtained by members; Life Services could assist them in the necessary steps to complete the program and get the certification; the certification would allow one to become a certified peer support specialist for substance abuse and/or mental health.
- Clarification was sought on the "coach" role; members asked whether Life Services provided directed coaching for housing and other needs versus only referrals
- Expectation of follow-through was discussed: Wendy emphasized that Life Services coaches provide resources and make referrals to community-based organizations and follow up with members to confirm the referral was successful
- Awareness gap was discussed: members were not fully aware of the breadth of Life Services; the presentation increased the understanding that Life Services is non-clinical but can connect members to internal clinical teams
- Education support is a key need; members asked about GED help, college classes, and whether Life Services can help with tuition or connection to colleges; Wendy indicated a life coach can help explore available resources

- Members view Life Services as potentially helpful, but not a “fast pass”; one member noted it may not move someone to the front of the line but can still provide useful assistance

Enhanced Benefit Topic

- Sasheen Cutchlow, Manager, Member Services, reviewed the following enhanced benefits:
 - Enhanced Vision Benefit: members get \$100 towards eyeglasses/frame/contact lenses once a year
 - Fitness On Demand: a virtual fitness program members can access anytime, anywhere; track workouts, learn from video classes, and keep up with the latest wellness content in one app; find optimal workouts with a variety of classes; play workouts from the phone or cast it on TV
 - Free smartphone: members can get a free smartphone that has talk and text and 25 GB of data; members can sign up at www.mybenefitphone.com or call -888-224-3213
 - MyResources: members have access to MyResources which helps them find programs and support for food, housing, school, and more; members can find it on their MyLife CareSource account or call to find support near them
 - Over-the-Counter (OTC) Benefit: members can receive a quarterly benefit of \$30 for non-covered over-the-counter items
 - Sam’s Club Membership: members can get a free one-year Sam’s Club Plus membership which includes free shipping on orders over \$50 and free grocery delivery for orders over \$50 within 15 miles of the club

Member Feedback

- Members feel the OTC benefit access and timing is a key concern; at least one member reported they have not received OTC benefits yet and are still waiting on assistance or clarification
- Non-medical “extra” supports are highly valued when they occur; members shared examples of practical help (e.g., assistance after car vandalism, support replacing a broken phone) and described these as meaningful stress relievers
- Members want clearer guidance on what enhanced and value-added benefits are available and how to use them (where to find benefit details, eligibility, and steps to access), especially given app/portal navigation challenges
- Members expect community-based promotion/education on enhanced benefits (e.g., via provider officers and community partners), so they don’t miss time-sensitive opportunities

Topics Suggested by Members to Address in Future Meetings

- How the CareSource Member Advisory Board is influential to CareSource
- How/where to get access to information about services
- Medicaid recertification process

Action Items & Next Steps

- Sasheen to follow up with members on over-the-counter benefit, scheduling specialty appointment and MyHealth Rewards
- Wendy to follow up with two members interested in Life Services

Relevant Information in Meeting Chat

- Sasheen shared her contact information in the chat: Sasheen.cutchlow@caresource.com (Manager, Member Services) as well as Member Services contact information (1-833-230-2058 TTY: 1-800-326-6868 or 711)
- Wendy also shared contact information in the chat: NVLifeServices@caresource.com as well as the Life Services phone line (1-833-230-2033 ttY: 711)

Conclusion

- Sasheen and the moderator thanked the members for their participation and advised members that we would be sending them a gift card for their time via mail within the next few days
- Next meeting: May 7, 2026 11 a.m. to 12:30 p.m. PT, virtual via Zoom (in-person session will be offered at 6385 S. Rainbow Blvd., Suite 500 Las Vegas, NV 89118)

NV-MED-M-5353000