

Member Advisory Board

Meeting Agenda & Notes

Plan: Nevada Medicaid

Date of Meeting: May 7, 2026 (11:00 am-12:30 pm PT)

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 six 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
Boon
Roland
Derin (der)
Daniel
Brent
Veronica

CareSource Staff Attendees
Sasheen Cutchlow , Manager, Member Services
Ashley Billmaier , Member Engagement Analyst III, Member Services
Charlisha LeJeune-Brown , Director, Community-Based Care Management
Amy Dluhy , Director, Quality Improvement
Pamela James , Consumer Insights Advisor, Consumer Experience
Kyle Wright , CareSource MyLife App Specialist
Community Representatives
Jennifer Campbell , DOULA Co-Op

AGENDA

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

1. Welcome

- a. Overview of agenda and introduction of key attendees and speakers
- b. Purpose of CareSource Member Advisory Board and the ground rules
- c. Virtual environment rules
- d. Clarification on no right or wrong answers; talk one at a time; looking for everyone's input and opinions
- e. Clarification on audio and video-taping system
- f. Clarification on importance of minimal distraction, being stationary, keeping cameras on, etc.
- g. 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
- h. Explanation that additional support is available if needed or questions arise

2. Introductions

- a. CareSource staff
- b. Members
 - i. Members shared their location and long they have been with CareSource

3. Agenda Overview

- a. CareSource MyLife app demo
- b. Care management services
- c. Member Handbook/Quick Guide review
- d. Understanding the plan (time permitting)

4. Review of Q1 Meeting Feedback

Sasheen Cutchlow, Manager, Member Services, reviewed the Q1 meeting topics and shared what CareSource did with feedback from members.

- a. The Member Services team started working on a member orientation to present at partner community groups and provider locations
- b. CareSource added a new email address, MemberServicesNV@caresource.com, along with the Member Services phone number

DISCUSSION & MEMBER FEEDBACK NOTES

CareSource MyLife App Demo and Review Topic

Kyle Wright, CareSource MyLife App Specialist, shared that the CareSource MyLife app helps members manage their health plan and get information based on their needs. This can help members make good choices about their care. A video of the app was shown. Members can:

- Access their member ID card
- Get access to virtual care and self-help tools
- Find community resources and additional benefits

The moderator asked members what they thoughts about the video and if it was helpful. The moderator also asked:

- For those of you who have downloaded the app, how have you used the app? For what purposes? What are your comments about the app? Positive or negative? Did you learn anything new from the video?
- For those of you who have not downloaded the app, why not? Did the vide make you more or less interested in downloading the ap? Do you plan to download it in the future? How would you expect to use the app? For what purposes?

Member Feedback

- The MyLife app is used to contact the care management. This support is a big help. The care manager is depended on for many needs, including food help.
- The MyLife app is used to review claims. The care manager is excellent and one of the best resources. The Find-a-Doc tool is used to look for a chiropractor. The app is easy to use, but could not find a nearby provider.
- The app is known, and tried to find a dermatologist, but could not find one. The app is a good tool, but is still new.
- A question was asked if the app would have redetermination notices. The feature is not yet available. When it is ready, members should see a message right away. Members do not have to be in the app to get notices because they can also get them through the web version of the app.

- Question was asked when redetermination is needed. The response is that it is usually one a year.
- Some are busy and forget to log in. Still also learning what the app can do, but plan to use it for the child. Shared concerns about travel and the need for better communication with providers in their remote area and that the app may help with that.
- The app is known to some, but do not know about the features or what it can do. Suggested a refrigerator magnet to remind members about the app and its use that could also have important dates and phone numbers.
- Some waiting for DME items, including a power chair, and would like to track the status in the app. Care coordination has helped in this process.

Care Management Overview Topic

Charlisa Le Jeune-Brown, Director, Community-Based Care Management, told members that a care manager is their main contact to help with their health and well-being during their time as a CareSource member.

- CareSource has a team of nurses, social workers, and other staff to help with their health care needs. CareSource staff are trained to help our members work through any health issues or unmet needs. Members can self-refer to care management, or CareSource may assign one based on screenings and assessments. Care management has many levels of care. The level of care is tailored to your health needs
- Your care manager/care coordinator is your main contact for your health and support needs. They will help you through the care planning process. Call your care manager/care coordinator if you need anything.
- Members may also be referred to the care management program where they are identified as being eligible for a specialty program such as:
 - Transitions of Care (TOC) program
 - Neonatal Intensive Care Unit (NICU)
 - Mom & Baby Beginnings (MBB) program
 - Post-Acute Care (PAC)
- Members were given this contact information if they want to refer themselves to care management:
 - Nevada.CareManagement@caresource.com
 - If a member doesn't know who their care manager is, or if they need help reaching out to one, members can call Member Services (1-833-230-2058 TTY: 711) or dial the care manager call line (1-844-206-5948 TTY: 711)
 - For urgent needs, members can call the 24-hour nurse line (1-833-687-7365 TTY: 711) or visit MyLife.CareSource.com
- After learning about care management services, the moderator asked these questions:
 - Are you currently working with a care coordinator?
 - What have you asked them to help you with?

- Can you describe your overall experience with the CareSource care management program?
- What are the strengths of the CareSource care management program? Are there any areas you feel could be improved?
- If you could change one thing to improve your experience with care management, what would it be? Can you give an example?
- Do you feel your care coordinator helps you better manage your health or does he/she make little difference or have no impact?

Member Feedback

- Detailed feedback about care management and positive words about CareSource. Word of mouth matters and handbook is not read often. Only just learned about the nurse advice line. Care managers are very helpful but the limited hours can be hard. Suggested using a short guide instead of a handbook. Offered to help promote CareSource.
- Works with two care managers, one for job support and one for medical needs. Spoke positively about both. Gets a lot of help, including gas assistance and a care manager reached out soon after joining CareSource. Care manager completed health assessment by phone and helped schedule appointments during a crisis. Enrollment felt easy.
- Care manager has been a blessing and reached out right after joining CareSource. Believes many members are being outreached to.
- Question asked about who the care manager is for a particular area.

Member Handbook/Quick Guide Review Topic

Moderator shared the Member Quick Guide that was mailed to all new members with the New Member Welcome Kit. The guide gives a short overview of core Nevada Medicaid benefits and resources that members can use for help. Moderator asked the following questions:

- Do you recall receiving the quick guide? How did you receive the quick guide last year?
– through print or mail? Would members prefer to receive this information in print or through email?
- If members received this information through print, would they be receptive to receiving a smaller version of the guide (like a letter) with QR codes to the information online?
- What do you think about the content of the quick guide? Too much or too little? Is anything missing?
- What do you think about the format of the quick guide? What suggestions would you have to improve the quick guide?
- How useful is the quick guide to you? How will you use it?
- Did anyone send in the card you received with the quick guide to request a hard copy of the Provider Directory and Member Handbook?
- Why did you request the full Member Handbook? Why didn't you request it?
- What else should be included in the Member Handbook?

- Did anyone complete the Health Needs Assessment that was included in the welcome kit?

Member Feedback

- The quick guide was received and it was easy to read and understand.
- The quick guide was not received, but has read the Member Handbook and thinks its very helpful and is an important tool for managing health.
- Did not get quick guide in the mail, but care manager reviewed some of the information online; would like to get a copy.
- The quick guide is a good way to learn about CareSource services.
- It is helpful that information about advanced directives and grievances is included.
- Not recalling receiving information and questioned if it was available in the app
- Email may be the best channel to contact
- Would help if telehealth was available in the app, especially for members in rural areas

Topics Suggested by Members to Address in Future Meetings

- Upcoming Medicaid work requirements
- Concerns about DME access in rural areas and learning more about what services are covered
- Learning more about available services and how to share information better with members in very rural areas
- Past meeting was helpful and suggested having meetings more in rural areas
 - Suggested using local places to host events and provide food
 - Gender-affirming care and benefits in a future meeting

Action Items & Next Steps

- Follow up with member about care management

Conclusion

- Next meeting: August 3, 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)