

Member Advisory Board

Meeting Agenda & Notes

Plan: Nevada Medicaid

Date of Meeting: August 6, 2026 **Time:** 11:00 a.m. -12:30 p.m. PST

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

Ten eligible members came to the meeting and represented different backgrounds. One community partner attended. Several CareSource team members listened from a separate room that members could not see, to help members feel more comfortable.

Member Attendees
Boon
Daniel
Derienne
Linda
Desaray
John
Dale
James
Brent
Melodye

CareSource Staff Attendees
Sasheen Cutchlow , Manager, Member Services
Shekinah Manigault , Consumer Insight Lead
Migdalia VanDeMortel , Consumer Insight Advisor
Janet Pink , Director, Consumer Experience
Dr. Tracey Green , Chief Medical Officer, CareSource Nevada
Mike Lutjen , Manager, Brand & Advertising
LaShanta Johnson , Health Partner Engagement Specialist
Kayla English , Brand & Advertising Specialist
Chris Hennessey , Manager, Customer Care
Additional Attendees
Jennifer Campbell , DOULA Co-Op (Community Representative)
Jody Gonzalez , SafeRide Health (Community Partner Presenter)

AGENDA

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

1. Welcome

- Overview of agenda and introduction of key attendees and speakers
- Purpose of Advisory Board and Ground Rules
- Virtual environment rules
- No right or wrong answers, please talk one at a time, looking for everyone's input and opinions
- Explain audio/video-taping system
- Importance of minimal distraction, being stationary, keeping camera on, etc.
- Assure and reassure their privacy. All responses are strictly confidential – you won't be identified by name in any reports or summaries from this research
- Explain additional support if needed/questions arise

2. Introductions

- CareSource staff
- CareSource member introductions
 - Members shared their location and how long they have been with CareSource.

3. Agenda Overview

- a. Open Enrollment Basics
- b. CareSource Open Enrollment Marketing Materials Overview
- c. Rural Transportation NEMT Benefit/SafeRide Presentation
 - i. Discussion of Member's Knowledge of Transportation
- d. Wrap-Up/Future Topics

DISCUSSION & MEMBER FEEDBACK NOTES

Open Enrollment Overview and Benefit Awareness

Open Enrollment presentation information shared by Dr. Tracey Green.

Dr. Tracey Green, Chief Medical Officer, CareSource Nevada, provided an overview of Open Enrollment to help members better understand what Open Enrollment means, why it matters, what decisions members may need to make, and where members can go for support or additional information.

Members were encouraged to share key Open Enrollment information with neighbors, family, and community groups, including that the same basic care is covered across plans, extra benefits may differ by plan, and new members generally have a 90-day window to switch plans.

Members were reminded to keep their address updated through Access Nevada so Open Enrollment letters can reach them.

The presentation highlighted several value-added benefits: enhanced transportation, enhanced vision, phone benefit, over-the-counter benefit, and MyHealth Rewards.

Key contact information shared during the presentation: Nevada Medicaid can be reached at 800-992-0900, and Nevada Check Up can be reached at 877-543-7669 (TTY 711).

Compiled Member Feedback

- One member asked what would happen when they turn 65. Dr. Tracey Green explained that the member would transition to Medicare and noted that Medicare Advantage plans may be available through partner plans. She also offered to follow up with the member to talk through available options.

- Another member asked whether visit rides, the \$100 glasses benefit, and the \$30 Over the Counter (OTC) benefit are available to all members or only to Medicare-age applicants. Dr. Tracey Green clarified that these benefits are available to all CareSource Medicaid members.
- Dr. Tracey Green explained that many value-added benefits apply across all members on the plan. For example, each person on the plan receives the \$30 OTC benefit, which may be used for eligible items such as Tylenol, formula, diapers, and other approved products. She also reminded members that unused OTC funds expire at the end of each quarter if they are not used.
- Another member shared that the benefit information was helpful because support is needed. The member shared that CareSource has helped their family access therapy, doctor appointments, prescriptions, and support for their children and spouse.
- Another member asked how to use the OTC benefit and whether it can be used online because they live in a small town. Dr. Tracey Green explained that members can select items through an online booklet and have items shipped directly to their home.
 - CareSource staff also noted that OTC information is available in the CareSource MyLife app under pharmacy.
- A member reported a delayed OTC order and shared that they also experienced transportation-related issues, including difficulty reaching assistance by phone.
- Another member asked whether Open Enrollment information is only for current members or whether it can be shared with people outside of CareSource. Dr. Tracey Green confirmed that members can share the information with everyone.

CareSource Nevada Open Enrollment Marketing Materials

Mike Lutjen, Manager, Brand & Marketing, presented Open Enrollment materials that CareSource would be using. He asked if the members had any feedback to give.

Compiled Member Feedback:

- One member requested copies of the slides that were shared.
- Another member requested marketing materials to share in the community. This member shared that he really wants other people to know how great CareSource has been with their care.
- One member suggested sharing benefit information more broadly in Las Vegas so that people would know who CareSource is.

SafeRide Transportation

Chris Hennessey, Manager, Customer Care and Jody Gonzalez, SafeRide provided overview of the SafeRide transportation benefit so that members can:

- Understand that transportation support may be available when getting to covered health care services
- Learn where they can go for information
- How to request this benefit when transportation is needed
- Learn and understand the value-added transportation benefit that is available to members living in rural counties in Nevada

The moderator asked members:

- Before today's presentation, how familiar were you with the SafeRide transportation benefit?
- When a scheduled ride did not arrive, did you call Member Services?
- When you see the phrase "Non-emergency transportation," what comes to mind?
- Is "Non-emergency transportation" clear phrasing?

Compiled Member Feedback

- One member reported ride scheduling barriers and long hold times. He was able to schedule a few rides but then was told that he wasn't able to schedule any more rides. This member lives in Las Vegas. He tried speaking with customer service at MTM but was on hold for a long time. He eventually spoke to a supervisor, but they weren't able to provide him with any answers other than that they would try to do something about it.
- Another member wanted to know if she had a dentist appointment in Reno, would she be able to receive a ride from Yerington to Reno and back. Chris Hennessey said that the member would be able to utilize SafeRide for this appointment and that she can call Member Services and they will assist in setting up the ride.
- One member shared that he scheduled a ride earlier this year and received confirmation for that date, but the ride did not arrive after he waited outside. When asked if he contacted Member Services, the member said he had forgotten the Member Services number at that time and did not follow up. The moderator encouraged members to call Member Services if they schedule a ride and it does not arrive. Chris Hennessey also shared that sometimes issues do happen, but transportation services will make every attempt to "recover the ride."

- Another member said “Non-emergency transportation” was clear and that it was her understanding that it was for any appointment that was not an emergency.
- Another member asked whether SafeRide information is available through the SafeRide Health app. Jody Gonzalez explained that members who prefer to speak with a live person may call the number shared during the presentation Monday through Friday, 8:00 a.m. to 6:00 p.m. PT. She also shared that members who prefer using technology can use the SafeRide member app to schedule, cancel, and confirm rides. The app is available for both Apple and Android phones. Before using the app, members must first call and speak with a live agent to complete their first ride reservation.
- During the SafeRide transportation discussion, one member shared that he values CareSource and spoke positively about the support CareSource provides. He also brainstormed ways to help increase awareness in the Las Vegas area about the services and benefits CareSource offers.

Topics Suggested by Members for Future Meetings

- One member suggested covering the appeal process for denied services.

Action Items/Next Steps

- Sasheen Cutchlow to follow up with member who requested the OTC booklet and ensure that he was able to access his quarterly benefit
- Sasheen Cutchlow to follow up with members about marketing materials

Conclusion

- Next meeting date: November 5, 2026, 11:00 a.m. to 12:30 p.m. PT. This meeting will be virtual with in-person options at the CareSource offices in Las Vegas and Reno.