

member information

important information about your plan and your benefits

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Member's Rights and Responsibilities Statement

Nevada Health CO-OP respects the rights and supports the responsibilities of members. NHC has a Members' Rights and Responsibilities Statement explaining our commitment to you; what to expect from your health care services; and how you can participate in your care. Working as an active partner with your health care provider, we will help you to receive the most from your benefits.

You have the right to:

- Receive information about NHC, its Services, its Practitioners and Providers, and Member Rights and Responsibilities.
- Be treated at all times and under all circumstances with respect and recognition of your dignity and your right to and need for privacy.
- Participate with Practitioners in making decisions about your health care.
- A candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.
- Voice complaints or appeals about NHC or the care provided.
- Make recommendations regarding NHC's Members' Rights and Responsibilities policies.

You have a responsibility to:

- Provide, to the extent possible, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health that NHC and its Practitioners and Providers need in order to care for you.
- Follow the plans and instructions for care that you have agreed upon with your Practitioners.
- Participate, to the degree possible, in understanding your health problems and, to the degree possible, participate in developing mutually agreed upon treatment goals.

If you would like paper copies of our Members' Rights and Responsibilities Statement, please contact the CO-OP Care Crew at 702-823-COOP (2667) or 1-855-606-COOP (2667).

Language Assistance

We have many staff that speak more than one language. If our staff can't speak your preferred language, we can use our language line to assist you when you call. Make sure when you call to ask to speak with someone in your language. This language service is available at no cost to you for any information about your benefits, our plans and services, and our Utilization Management program.

Evaluating Advances in Medical Care

Nevada Health CO-OP has created the New Technology Committee to review new or alternate procedures, medications, treatments, and devices. Our providers and members can ask us to cover something new by submitting a written request to the Chief Medical Officer at:

Chief Medical Officer
Nevada Health CO-OP
3900 Meadows Lane, Suite 214
Las Vegas, Nevada 89107

When we receive a request, the New Technology Committee conducts a thorough investigation of the procedure, medication, treatment, or device. The committee will research current medical literature and medical practice and discuss the findings. At that time the committee will then make a decision about coverage and will send you a letter telling you about our decision regarding coverage.

Submitting a Claim for Covered Services

When you receive covered services from providers in our network, you will be asked to pay the copayment and deductibles. If you receive a bill for covered services or if you have questions about a bill, please send it to us or call us at:

Nevada Health CO-OP
Claims
3900 Meadows Lane, Suite 214
Las Vegas, Nevada 89107

CO-OP Care Crew at 702-823-COOP (2667) or 1-855-606-COOP (2667).

Qualifications of Practitioners

A practitioner includes:

- General Practitioner
- Specialist
- Family Medicine Practitioner,
- Internal Medicine Specialist,
- Pediatrician
- Obstetrician/Gynecologist
- Physician Assistant
- Nurse Practitioner

Our [online searchable provider directory](#) includes information about these practitioners, including the name, address, telephone number and specialty of each practitioner in our network. If you would like more information about the professional qualifications of our practitioners, please call the Healthcare Delivery Department at 702-823-COOP (2667) or 1-855-606-COOP (2667). The CO-OP Healthcare Delivery Department can tell you the medical school attended, the residency completed, and the board certification status of any of our primary care practitioners and specialists.

Primary Care Service

When you enroll in Nevada Health CO-OP, you can select a Primary Care Practitioner (PCP) from our Network of participating providers. A PCP could be:

- General Practitioner
- Family Medicine Practitioner
- Internal Medicine Specialist
- Pediatrician
- Obstetrician/Gynecologist
- Physician Assistant
- Nurse Practitioner

You can use the [online searchable provider directory](#) to find a Primary Care Provider. The directory tells you information about our PCPs including their addresses.

Treatment from a Specialist

If you need to see a specialist, you can use the [online searchable provider directory](#) as well. If you need more information or need help finding a Primary Care Practitioner (PCP) or a Specialist, call the CO-OP Care Crew at 702-823-COOP (2667) or 1-855-606-COOP (2667).

Behavioral Health Care Services and/or Substance Use Services

If you need mental health or chemical dependency services, you can talk with your Primary Care Physician or contact HMC, our behavioral health network toll-free at 1-855-371-5758. HMC will help you find a practitioner or a facility to meet your needs.

Hospital Care

Your Primary Care Practitioner (PCP) or the Specialist your PCP refers you to will arrange hospital services for you. The PCP or Specialist will work with Nevada Health CO-OP to arrange your hospitalization.

Non Emergent Care After Regular Office Hours

If you need care after normal office hours that cannot wait until regular office hours, use an urgent care clinic, which can be found through our online searchable directory. You can also use our Tele-Health services through MDLIVE at 1-888-632-2738 or visit mdlive.com/nhc for more details.

Telehealth Services are offered through MDLIVE

You can get immediate access to doctors online or by phone 24 hours a day, 7 days a week including holidays. All of our plans offer a \$0 co-pay for these services. Whether you are at home, in the office, traveling, or you simply want the most convenient way to see a doctor, MDLIVE is easy to use and available on your schedule anytime, anywhere. Our service is secure, confidential and compliant with all medical privacy regulations.

Call 1-888-632-2738 or visit mdlive.com/nhc for more details.

Emergency Care

If you believe your medical or mental condition requires emergency care, call 911 or go to the Emergency Room. Nevada Health CO-OP pays for emergency care and services according to your plan benefits. Please provide the Emergency Room with your Nevada Health CO-OP ID card as soon as you are able.

Emergency Room use should be used for emergencies **ONLY**. If you need help deciding if you should go to the emergency room, Telehealth can help you make that decision. For **NON**-emergencies, you can save time and out-of-pocket costs by choosing to use our Telehealth services through MDLIVE for a \$0 copay or go to your primary care doctor or urgent care facility for a copay fee. Check your plan benefits for primary care doctor and urgent care facility copay fees. Call MDLIVE 1-888-632-2738 or visit mdlive.com/nhc for more details.

Provider care Outside of the Nevada Health CO-OP Network

If you use a provider that is not in our NHC network, keep in mind that you will have to pay more out of pocket fees. Make sure you review your plan benefits to determine your higher out of pocket costs.

If you have questions, please call the CO-OP Care Crew at 702-823-COOP (2667) or 1-855-606-COOP (2667).

Care Outside of Your Home Area

If you are not in the Nevada Health CO-OP service area need emergency care, go to the nearest hospital or call 911. Please provide the Emergency Room with your Nevada Health CO-OP ID card as soon as you are able. We will pay for emergency services and urgent care services per your plan benefits. Please send us copies of all of your receipts including the hospital information at the following address:

Nevada Health CO-OP
Claims
3900 Meadows Lane, Suite 214
Las Vegas, Nevada 89107

If you are experiencing an event that you believe does not require you to go to the

Emergency Room or Urgent Care while you are out of your home area, keep in mind that MDLive Tele-Health services are always available, regardless of your location, 24 hours a day and 7 days a week, at a \$0 co-pay. Call 1-888-632-2738 or visit mdlive.com/nhc for more details.

If you have questions about obtaining care out of Nevada Health CO-OP's service area please call the CO-OP Care Crew at 702-823-COOP (2667) or 1-855-606-COOP (2667) or refer to your evidence of coverage.