Health Plan of Nevada
A UnitedHealthcare Company

Health Plan of Nevada Medicaid

Member Advisory Board Q4 - Meeting Minutes

Topic:	**General Focus**
Meeting Date:	10/20/2026
Meeting Time:	11am-12pm
Location:	In-Person at NBH Support Center Belrose

Health Plan Participants
Title
Community Health Worker
Sr. Business Analyst
Community Engagement Specialist
Community Health Worker Manager
Partnership Development Manager
Clinical Quality RN
Clinical Quality RN
Clinical Quality RN

Member Participants
12 Members attended in-person at the NBH Support Center

Agenda Topics		
Item	**Description**	

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1	**Welcome/Opening**	- HPN introduced and welcomed everyone to the Member Advisory Board Q4. Attendance was taken for internal and external attendees. - HPN provided a brief overview of the Member Advisory Board and explained the purpose of the meeting.
2	**Quality Rewards/Health Needs Survey**	- Members discussed receiving healthy food and Walmart gift cards for completing eligible preventive health activities, with some noting they were unaware the rewards could be earned annually. - Members generally found the online attestation process easy to complete. - HPN explained that members should complete the preventative measure before attesting to it in the online member center and should not attest based only on plans to complete the visit - Members generally found the online Health Needs Survey easy to complete, although it a bit lengthy. - Members suggested using text messages and email to increase awareness of the survey.
3	**Care Coordination/Member Communication**	- Members expressed a need for better communication and coordination among providers, specialists, and pharmacies, particularly for individuals managing chronic conditions and multiple medications. - Members discussed the value of social workers, case managers, and housing navigation support in connecting them with providers and community resources. - Members expressed interest in more frequent member meetings and increased in-person HPN presence at the support center.
4	**Medication Education, Safety, and Management**	- Members emphasized the importance of receiving clear education from pharmacists and providers when starting new medications, including proper use, potential side effects, and interactions. - Members discussed the importance of understanding the difference between medication side effects and allergic reactions. - Members were encouraged to speak with their healthcare provider before changing or stopping medications.

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		- Members also emphasized that medication treatment should be individualized based on each person's symptoms and needs, specifically with behavioral health medications. - Members discussed issues with certain coverage for medications. - Members were informed they can use the plan's online PDL search to review covered medications and tiers and informed that Medicaid has moved to a single PDL.
5	**Behavioral Health Access, Trust, and Privacy**	- Members shared concerns about stigma and feeling dismissed or unfairly treated when seeking behavioral health services, particularly in emergency-room settings. - Members discussed the importance of building trust with behavioral health professionals and ensuring their experiences and concerns are heard. - Member shared they went to the support center after an emergency-room visit because it felt like a safe haven, but added that provider capacity was strained, creating longer waits and requiring members to complete some of the follow-up work themselves - Community health workers, including culturally specific promotoras, were discussed as potential resources for helping members navigate behavioral health services and build trust. - Members emphasized that behavioral health navigation should be handled privately and individually to protect personal information.
8	**Closing**	- All members who needed follow-up care or expressed interest in more information were referred to a Community Health Worker (CHW) to assist them at the end of the meeting. - HPN thanked all participants and acknowledged all members. With no further discussion, the meeting was adjourned.

Approved on 10/21/2026 X Anjali Hale