



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

Open Enrollment for 2020 On Exchange Individual Plans

Open enrollment is coming soon! As a valued partner, we want to make sure you have the right information and tools to help make your clients' health insurance experience a great one.

What you need to know:

- Beginning November 1, 2019, Nevada residents will no longer use [HealthCare.gov](https://www.healthcare.gov) for Exchange plan enrollment and eligibility.
- [NevadaHealthLink.com](https://www.NevadaHealthLink.com) is the only website for Nevadans to enroll for plan year 2020 and beyond.
- Your clients may have received information from Nevada Health Link to continue their coverage. For more information, please visit [NevadaHealthLink.com](https://www.NevadaHealthLink.com) or call toll-free **1-800-547-2927**, TTY **711**.

When your clients choose Health Plan of Nevada for their 2020 coverage:

- They will receive a new health plan ID card with a **new Group number and Member ID number for their 2020 coverage**.
- They can still view their account on our online member center, as well as our new MyHPN mobile app.
- Once they receive their new ID card, they should replace their old card with the new card. It's important for them to **let their health care provider know they have a new card** with a new member ID number.
- If they paid their 2019 coverage in full and have recurring payments set up, their payment schedule will automatically transfer to their new member ID number and new 2020 premium.

Important phone numbers you should know:

- For 2019 coverage questions, contact the Federally Facilitated Marketplace toll-free at **1-800-318-2596**.
- If you have any questions regarding eligibility or billing, contact Group Services toll-free at **1-800-234-9486**, TTY **711**, Monday through Friday, 8 a.m. to 5 p.m. or visit [HealthPlanofNevada.com](https://www.HealthPlanofNevada.com).

Health Plan of Nevada is the only health insurance company in Nevada that's been on the Exchange since the beginning. We're experienced, dedicated and here for you.