



Dear Provider,

As you are now aware, Gov. Steve Sisolak has mandated a shutdown of non-essential businesses throughout the state of Nevada due to the COVID-19 situation.

During this time SilverSummit, Ambetter, and Allwell business practices will continue with no interruption to the members or providers. Our Member and Provider Services teams will remain staffed and maintain their normal business hours and can be reached as follows:

Medicaid: 1-844-366-2880

Medicaid Provider Services: 8:00 – 5:00, Monday-Friday

Ambetter: 1-866-263-8134

Ambetter Provider Services: 8:00 – 5:00, Monday-Friday

Ambetter Member Services: 8:00 – 8:00, Monday-Friday

Allwell: 1-833-854-4766

Allwell Provider Services: 8:00 – 5:00, Monday-Friday

Allwell Member Services: From October 1 – March 31, 7 days a week from 8 a.m. to 8 p.m. From April 1 – September 30, Monday – Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays.

Although field visits have been suspended, your Provider Relations Specialists continue to be available via telephone and email to perform virtual visits, provide orientations and training, and assist with any complex claims issues you may have. The Provider Relations team can also be reached through the general email inbox at NVSS_ProviderRelations@SilverSummitHealthPlan.com.

SilverSummit Healthplan will continue working in close partnership with state, local and federal authorities to serve and protect patients during the COVID-19 outbreak, including ensuring that its members and providers have the most up-to-date information to protect themselves and their families from the virus. We remain committed to protecting our communities during the outbreak.

To ensure you are keeping your environment safe from the coronavirus, please refer to the [CDC guidelines here](#).

Thank you,

SilverSummit Healthplan