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FOR IMMEDIATE RELEASE
September 4, 2019

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Nevada Health Link's New Call Center, Website is Now Live
*Current enrollees are asked to claim their user accounts in advance of Open Enrollment;
New Call Center Number: 1-800-547-2927*

Carson City, Nev. – The Silver State Health Insurance Exchange (Exchange), Nevada's state agency that helps individuals obtain budget-appropriate health coverage through the online marketplace, [Nevada Health Link](#), announces that starting today, consumers who previously purchased qualified health plans on HealthCare.gov can claim their migrated accounts on Nevada's new state-based website, [Nevada Health Link](#). This is the first step enrollees should take to ensure their account is ready for open enrollment beginning on November 1, 2019.

Previously enrolled Nevada consumers can expect to receive an email inviting them to claim their account; once the account is claimed enrollees will have the opportunity to update their preferences to be automatically renewed in a plan or to designate a broker to assist with enrollment. Consumers should know that they can also preview plans and prices starting October 3, 2019. The opportunity to actually enroll in a qualified health plan will not begin until November 1, 2019. Enrollment closes at midnight on December 15, 2019.

Those who need additional assistance can call the call center directly at Nevada Health Link's new customer service line : **1-800-547-2927**.

Enrollees who did not previously provide an email address or indicated their preference to receive printed notifications during the application process will also receive information via postal mail.

“It is important that Nevada enrollees who previously purchased health insurance on HealthCare.gov claim their accounts and update their preferences from now until Open Enrollment. This will ensure they are able to purchase a health insurance plan that is both comprehensive and budget-appropriate once Open Enrollment begins on Nov. 1,” said Heather Korbolic, executive director of the Exchange. “While our transition from a federal exchange platform to a state-based exchange platform has remained relatively invisible to consumers, this first step of claiming accounts is important, and will allow consumers to easily renew or purchase insurance for 2020 starting on Nov. 1.”

According to Korbolic, the new state-based platform will improve the customer experience thanks to enhanced features and innovative tools that make the enrollment process more straightforward and intuitive. “Additionally, the Exchange projects cost savings for the state to exceed \$4 million for fiscal year 2020 alone, and thanks to real-time access to consumer data, we can now deliver more accurate and targeted messaging to our consumers.”

Open Enrollment for plan year 2020 starts on November 1 and runs through December 15, 2019 on Nevada Health Link's enrollment and eligibility platform. Consumers who plan on shopping or re-enrolling on Nevada Health Link are encouraged to start their research and planning process early. Nevada Health Link always encourages consumers to use the free assistance of a licensed enrollment professional or call 1-800-547-2927.

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