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Governor

NEVADA HEALTH AUTHORITY

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To: PEBP Medicare Retirees and Medicare-Eligible Members
From: Public Employees' Benefits Program
Date: August 17, 2026
Subject: Senior Care Plus Provider Changes and Your PEBP Benefits

Senior Care Plus Provider Network Update

Some Senior Care Plus (SCP) members were notified that their primary care physician will leave the SCP network effective September 1, 2026. SCP manages its provider networks independently of PEBP and Via Benefits, and provider participation in Medicare Advantage plans is determined by SCP.

Impact to PEBP Members

PEBP benefits will stay the same. If you're considering a change to your Medicare plan, contact Via Benefits and ask to speak with a benefits advisor. Be sure to avoid making plan changes outside of Via Benefits, as doing so could result in the loss of your PEBP benefits and basic life insurance. Before making any adjustments, consult with PEBP to understand how a new plan might affect your coverage and your eligibility for the PEBP Medicare Exchange Health Reimbursement Arrangement (HRA). Generally, eligible PEBP Medicare retirees must maintain qualifying medical coverage through Via Benefits to receive HRA funding.

If your doctor is affected:

- Confirm your doctor is in-network using SCP's Find a Doctor tool (<https://www.seniorcareplus.com/directories/>) or Hometown Health's provider directory (<https://www.hometownhealth.com/provider-directories/>).
- Contact SCP for the latest information, available care options, and whether you qualify for an exception or a Special Enrollment Period.
- Contact Via Benefits before enrolling in any new Medicare plan.
- If you need care promptly, primary care appointments may be available at Kaiser Permanente Medical Offices in Reno (Del Monte) and Sparks (Ion) at 775-982-5000.
- For a broader local network, the SCP Essential Plan includes Carson City, Washoe County, and Storey County with access to Carson Tahoe Health and Renown Health. Always confirm in-network status before receiving care.

Key contacts:

- Senior Care Plus Member Services: 775-982-3112 or 888-775-7003
- Via Benefits (Medicare enrollment and plan changes): 888-598-7545
- PEBP Member Services (coverage and benefits): 775-684-7000