

**DIVISION OF HEALTH CARE FINANCING AND POLICY
CLINICAL POLICY TEAM, BEHAVIORAL HEALTH PROGRAM
BEHAVIORAL HEALTH TECHNICAL ASSISTANCE (BHTA)**

**Agenda – Wednesday, September 9, 2020
10:00 - 11:00 a.m.**

Facilitator: Carin Hennessey, DHCFP, Behavioral Health Unit (BHU), SSPS II

1. Purpose of BH Monthly Calls:

The BHTA webinar offers providers guidance and updates on DHCFP BHU policy. The WebEx meeting format also offers providers an opportunity to ask questions via the Q & A (the “chat room”) and receive answers in real time. The webinar is recorded. If you have questions prior to the monthly webinar or after, for additional assistance submit directly to the BehavioralHealth@dhcfp.nv.gov.

- Introductions – DHCFP, Provider Enrollment, SUR, DXC Technology

2. August 2020 BHTA Minutes:

The minutes from last month’s BHTA are available on the [DHCFP Behavioral Health webpage](#) (under “Meetings”). You’ll want to navigate to this page and click on “Behavioral Health Agendas and Minutes.” You can find the past agendas and minutes for the meetings, as well as the current information. Please look at these if you have questions and if you were not able to attend last month; this is a great place to check up on what we discussed.

- Prior Authorization (PA) Request
- Updating Provider Contact Information
- Trainings with DXC Technology
- Known System Issues and Identified Workarounds

3. Related DHCFP Public Notices:

Link for upcoming Public Hearings, Meetings, and Workshops related to Behavioral Health <http://dhcfp.nv.gov/Public/AdminSupport/PublicNotices/>.

Public Workshops

- **09/02/2020** for Network Adequacy and Mandatory Enrollment for Severely Emotionally Disturbed Children in Managed Care
- **09/03/2020** for Performance and Reporting Requirements in Managed Care for Health Equity, Maternal and Child Health, and Performance Improvement Projects

Public Hearings

- **08/25/2020** State Plan Amendments (Community Paramedicine Services and Nurse Anesthetist; Supplemental Payment for Inpatient Hospitals; Managed Care State Plan)
- **08/31/2020** Access to Care Monitoring Review Plan

4. **DHCFP Behavioral Health Updates:**

Behavioral Health Web Announcements (WA):

<https://www.medicaid.nv.gov/providers/newsannounce/default.aspx>

- **WA#2298** – Urgent Update for All Providers: Provider Relief Fund Application Deadline Extended to September 13, 2020
- **WA#2299** – New Provider Orientation Scheduled for October 2020
- **WA#2287** – Attention Provider Type 14 (Behavioral Health Outpatient Treatment): Mental Health Therapy Claims Denials Resolved
- **WA#2286** – Claims with Evaluation and Management (E&M) Codes Billed with Procedure Codes 93303 and 93306
- **WA#2283** – Telehealth Procedure Code Q3014 Claim Denials
- **WA#2279** – Attention All Providers: Top 10 Claim Denial Reasons and Resolutions/Workarounds for July 2020 Claims
- **WA#2278** – Provider Web Portal Access for Inactive Providers

Carin Hennessey, SSPS II

- **Peer-to-Peer Support Service**

6. **DHCFP Provider Enrollment Unit Updates:**

Nevada Medicaid Website: <https://www.medicaid.nv.gov/providers/enroll.aspx>

DHCFP Website: <http://dhcftp.nv.gov/Providers/PI/PSMain/>

7. **DHCFP Surveillance Utilization Review (SUR) Updates:**

Report Provider Fraud/Abuse <http://dhcftp.nv.gov/Resources/PI/SURMain/>

Provider Exclusions, Sanctions and Press

Releases <http://dhcftp.nv.gov/Providers/PI/PSExclusions/>

8. **DXC Technology Updates:**

Billing Information <https://www.medicaid.nv.gov/providers/BillingInfo.aspx>

Provider Training <https://www.medicaid.nv.gov/providers/training/training.aspx>

Provider Enrollment <http://dhcftp.nv.gov/Providers/PI/PSMain/>

NevadaProviderTraining@dxc.com

Alyssa Kee Chong, Provider Relations Field Service Representative - North
Susan McLaughlin, Provider Relations Field Service Representative – South

- **Provider Call Center and Requesting Recipient Service Utilization**

Nevada MMIS Modernization Project

Please review the information per this Nevada Medicaid featured link area. There is information on Important System Dates, Known System Issues and Identified Workarounds, Training Opportunities, and Helpful Resources:

<https://www.medicaid.nv.gov/providers/Modernization.aspx>. Also listed on this page,

are ***Modernization (New) Medicaid System Web Announcements***; please refer to these announcements for specific information related to Modernization.

9. Behavioral Health Provider Questions:

The Behavioral Health Policy WebEx would like to address provider questions each month. This will allow us to address topics, concerns, questions from the Behavioral Health providers and make sure the specialists are focusing training and educational components to your needs and gathering your direct input from the BHTA WebEx. The previous month's questions with answered on the posted minutes for the meeting.

Please email questions, comments or suggested topics for guidance to BehavioralHealth@dncfp.nv.gov