

# **DIVISION OF HEALTH CARE FINANCING AND POLICY CLINICAL POLICY TEAM, BEHAVIORAL HEALTH PROGRAM**

## **BEHAVIORAL HEALTH TECHNICAL ASSISTANCE MINUTES – July 8th, 2015 10:00-11:00 a.m.**

**Facilitator: Alexis Tucey, DHCFP, Behavioral Health Supervisor**

Webinar Address: [https://dhcfp.nv.gov/BehavioralHealth/BH\\_Calls.htm](https://dhcfp.nv.gov/BehavioralHealth/BH_Calls.htm)

Call in number: 1-888-363-4735 Access Code 1846315

### **1. Purpose of BH Monthly Calls**

- a. House Keeping – Providers were encouraged to mute calls by pressing “\*6”. Alexis explained that questions and comments can be submitted in advance to the DHCFP behavioral mailbox and gave the mail box address: [BehavioralHealth@dhcfp.nv.gov](mailto:BehavioralHealth@dhcfp.nv.gov). Questions and comments should be submitted by the last Wednesday of the previous month.
- b. Introductions:  
DHCFP: Alexis Tucey, Hilary Jones, Kim Riggs SURS: N/A HPES: Sarah Ramirez, Ismael Lopez-Ferratt, Vicki Armstrong

### **2. DHCFP – Policy Updates:**

- a. National Governor’s Association (NGA) Public Workshop Status Update: Alexis provided an update on the 3<sup>rd</sup> upcoming workshop and encouraged providers to attend and participate. [National Governor's Association \(NGA\) Public Workshop Agenda](#)
- b. DSM V to ICD10 – Workshop – Alexis provided an overview of the upcoming implementation by October 2015. The removal of the Axis breakdown and explained the utilization of ICD 10 due to the non HIPPA compliance of DSM-5

### **3. DHCFP- Surveillance Utilization Review (SUR)**

- No Updates

### **4. Hewlett Packard Enterprise Services (HPES) Update:**

- a. Web Announcements

Ismael also provided an update concerning HP Announcements 933 and 938

- i. 933 - [HP Announcement 933](#)
- ii. 938 - [HP Announcement 938](#)

- b. Live Training – Grant Sawyer Building in Las Vegas. Providers were encouraged to contact Ismael Lopez-Ferratt at [ismael.lopez-ferratt@hp.com](mailto:ismael.lopez-ferratt@hp.com) / 702-334-1622

House Cleaning: Questions from June Webinar:

Q. I had sent in a question about the appropriate way to bill for Telehealth, specifically the originating site and the distant site. Is there a chance we could talk about that?

MSM Chapter 3400 Provides guidelines and information for providers [MSM Chapter 3400 - Telehealth Services](#)  
Telehealth Billing Instructions [HP Telehealth Billing Instructions](#)

Q. Is there a reasonable appeal process for recipients who roll over to one of the MCOs; in the middle of their approved service period? We are unable to appropriately discharge recipients when they are flipped unexpectedly; and some of which are losing their fee for service benefits, in the midst of experiencing severe mental and emotional distress.

HPS will typically cut off the services and note that the recipient is transition to an MCO. There are few, exclusions that a recipient can disenrollment from an MCO. If you experience issues you can contact the Provider Services MCO directly and discuss the transition of services directly.

Amerigroup [Amerigroup Website](#)  
Health Plan of Nevada [Health Plan of Nevada](#)

Reminders: Overview on NGA reminder, Division Website

Alexis in closing provided the information for providers to email questions and comments any time prior to the webinar to [BehavioralHealth@dhcfp.nv.gov](mailto:BehavioralHealth@dhcfp.nv.gov)