

DIVISION OF HEALTH CARE FINANCING AND POLICY
Policy Development & Program Management
BEHAVIORAL HEALTH PROGRAM

BEHAVIORAL HEALTH TECHNICAL ASSISTANCE

Minutes – Wednesday, October 12, 2016

10:00 - 11:00 a.m.

Facilitator: Kim Riggs, DHCFP Behavioral Health Outpatient

Webinar Address: [WEBEX Registration Link](#) (NEW LINK)

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 mailbox address: 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, Crystal Johnson,
HPES: Ismael Lopez-Ferratt, Joann Katt

2. DHCFP – Policy Updates: Following updates below

- a. DHCFP Policy updates and workshops – Alexis Tucey
[DHCFP Public Notices](#) – Upcoming Notices
 - 10/08/16 Medical Care Advisory
 - 10/20/16 Prescription Opioid Use – Stakeholders
- b. Behavioral Health Providers – BHCN QA Program Policy Review
Review of program requirements for BHCN QA Policy which went into effect 5/1/16 [Medicaid Services Manual Chapter 400](#) (all new revisions to the BHCN are written in red) BHCN Providers; requirement to submit a Quality Assurance (QA) Program [BHCN - HPE Billing Manual](#) (starts on page 6) and HPE Announcement 1134 [HPE Announcement 1134](#). Crystal Johnson highlighted the information above.

Question: After we have submitted our QA Plan, when can we expect to hear back from Crystal whether it has been approved?

Answer: BHCN can contact me directly to see what the status is; I can look it up for them. Turnaround is about 45 days.

Contact Information:

Crystal Johnson
Quality Assurance Program Specialist
Phone (775) 684-3724
Fax (775) 684-3762
crystal.johnson@dhcfp.nv.gov

**3. DHCFP – Surveillance Utilization Review Section (SURS)
Updates or reminders for Providers: Kurt Karst, Surveillance and Utilization Review (SUR) Unit**

BH Technical Assistance Question from October:

Question: This may be too far off topic to address today, but are we able to scan records or discharged clients and maintain those records electronically only, or are we still required to maintain paper copies of all their records on site for seven years?

Answer: The Surveillance and Utilization Review (SUR) Unit will only accept copies of records, never originals. For paper records, the copies may take the form of photocopies, facsimiles, or scanned images (e.g. PDFs). For electronic records (originally created in electronic format), the copies must have an audit trail to indicate the date, time and user for the creation of the original record and for any changes made.

4. HPES – Updates (will be moved to November’s BHTA due to technical difficulties)

a. Ismael Lopez-Ferratt, MBA NV Medicaid Provider Field Services

Behavioral Health HPE Reminder for Providers: [HPE Announcement 1242](#)

b. Joann Katt, LPN, Medical Management Leverage Center/Behavioral Health Team Lead

Provider Training: Please refer to the following link below to assist you with provider training. HPE has provided various free of charge training these can located on the provider-training calendar. Also, please note there is a self-paced training component within the site that is a self-paced; computer based training courses for providers that have time constriction.

[HPE Training Site for Providers](#)

In closing please email questions, comments or topics that providers would like addressed any time prior to the monthly webinar. Email Address:

BehavioralHealth@dhcfp.nv.gov.

The scheduled meetings are the second Wednesday of each month. Next month meeting will be November 9, 2016 10:00- 11:00 am