

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

BEHAVIORAL HEALTH TECHNICAL ASSISTANCE

Minutes– Wednesday, September 13, 2017

10:00 - 11:00 a.m.

Facilitator: Kim Riggs, DHCFP, Social Services Program Specialist

Webinar Address: [WEBEX Registration Link](#)

1. Purpose of BH Monthly Calls

- a. Questions and comments may be submitted to BehavioralHealth@dhcfp.nv.gov
- b. Prior to the webinar or after for additional questions. The webinar meeting format offers providers an opportunity to ask questions via the Q & A or the “chat room” and receive answers in real time.
- c. Introductions – DHCFP, SURS, DXC Technology

2. DHCFP Updates

- a. Public Workshops Update: Monday, September 18th, Wednesday, September 20th regarding Mental Health Parity Compliance and Friday, September 22nd, 2017 Link: <http://dhcfp.nv.gov/Public/AdminSupport/PublicNotices/>
- b. Announcements/Updates:
 - a. Behavioral Health Community Networks (BHCN) Updates: Shelia Helfin-Conour BHCN reminds providers to complete a FA-33 to report changes of information within your Nevada Medicaid file, including contact information. This form must be submitted within 5 days of the change occurring. The FA-33 can be found at [Provider Information Change](#) or <https://www.medicaid.nv.gov/providers/forms/forms.aspx>
 - b. Reviewed [MSM Chapter 2500](#) Policy regarding SMI/Non-SMI and SED/Non-SED yearly determinations. Also, reminded providers of the process for consideration for disenrollment from a Managed Care Organization (MCO) for the SMI/SED population. For further questions regarding a specific MCO process for disenrollment, you can find their contact information at [Managed Care Vendors](#).
 - Medicaid Services Manual Chapter 2500 link: http://dhcfp.nv.gov/uploadedFiles/dhcfpnavgov/content/Resources/AdminSupport/Manuals/MSM/C2500/MSM_2500_17_02_23.pdf
 - Managed Care Organization (MCO) Link: <http://dhcfp.nv.gov/Members/BLU/MCOMain/>
 - c. [Web Announcement 1446](#)
Behavioral health provider types 14 and 82 are invited to take DHCFP Provider Training Survey via Survey Monkey. DHCFP would like provider feedback regarding past and future trainings they would like either DXC or DHCFP to provide. The link to the survey will be on the DHCFP Behavioral Health page and it will be e-mailed to providers on September 15, 2017. Also, this web announcement was posted on September 19, 2017.
 - Link to all Behavioral Health Announcements: <https://www.medicaid.nv.gov/providers/newsannounce/default.aspx>

3. DXC Technology Updates (formally HPES)

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

Reminds providers that instead of faxing in forms, you can upload them online and attach to the existing prior authorization. If you need training on how to do this or any other type of training you can visit the Nevada Medicaid website at [Provider Training](#).

- Nevada Medicaid Provider Training Link:
<https://www.medicaid.nv.gov/providers/training/training.aspx>

DXC Technology Behavioral Health Representative Contact Information:
Stephanie Ferrell, Provider Services Field Representative, (775) 412-9401
stephanie.d.ferrell@dx.com

Note: Due to the system error, bills with the edit code 0476 are being recycled. If you have any questions please reach out to Stephanie Ferrell.

4. DHCFP Surveillance Utilization Review Section (SURS)

Updates or reminders for Providers: Kurt Karst, Surveillance and Utilization Review (SUR) Unit.

- a. Surveillance and Utilization Review (SUR) would like to remind providers that if you are no longer affiliated with a company, you must update your information per your provider enrollment packet and MSM Chapter 100.
- b. As a reminder, if you are a clinical supervisor, you must comply with your responsibilities as a clinical supervisor per policy as we can hold you responsible for direct supervision. Please review policy within MSM Chapter 400 pertaining to direct supervision responsibilities.

5. Questions

- a. Question was asked via the behavioral health e-mail; update concerning the Basic Skills Training Workshops? This is still being worked on at an administrative level.
- b. Question was asked via the behavioral health e-mail; can providers get feedback concerning the Nevada Medicaid Fee for Service changing mid-month to the Managed Care Organizations? Providers are encouraged to start checking mid-month as there are certain changes that require immediate change, i.e. the child changing counties.
- c. Question was asked via the behavioral health e-mail; has the process for submitting SED's changed? No, the process has not changed; we have reviewed policy and procedure during today's call and will be reviewing the current submission process and keep you updated.

Please email questions, comments or topics that providers would like addressed any time prior to the monthly webinar.

Email Address: BehavioralHealth@dncfp.nv.gov