

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

**BEHAVIORAL HEALTH TECHNICAL ASSISTANCE**

**Agenda – Wednesday, June 14, 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@dncfp.nv.gov](mailto:BehavioralHealth@dncfp.nv.gov) 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.
- b. Introductions – DHCFP: Kim Riggs, Shelia Heflin-Conour SURS: Kurt Karst HPES, Joann Katt, LPN, Medical Management Center/Behavioral Health Team Lead

**2. DHCFP Updates**

- a. Public Workshops Update: Review the BST survey information from Session 2
- b. Announcements/Updates: [HPES Announcement 1380](#) and upcoming Behavioral Health Dashboard Meeting [Public Notices](#)
- c. Behavioral Health Community Networks (BHCN) Updates: Shelia Heflin-Conour will be reviewing all submitted BHCN packets. Shelia has an extensive background in Quality Assurance Programs and DHCFP is looking forward to Shelia joining us to assist our providers. Documentation can be submitted electronically via email to [MCandQuality@dncfp.nv.gov](mailto:MCandQuality@dncfp.nv.gov) or mailed to the address listed above

**3. DHCFP Surveillance Utilization Review Section (SURS)**

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

**4. HPES Updates**

Training Request Update: HPE has hired a new Behavioral Health Representative, Stephanie Ferrell, and Provider Services Field Representative for Nevada Medicaid and Nevada Check up.

Stephanie Ferrell

[stephanie.d.ferrell@hpe](mailto:stephanie.d.ferrell@hpe)

[stephanie.d.ferrell@dxc.com](mailto:stephanie.d.ferrell@dxc.com)

- a. If any providers need follow-up on training, please refer to the following link. [Nevada Medicaid Training Link](#) If you have difficulties registering or need further assistance please email the following email: [NevadaProviderTraining@hpe.com](mailto:NevadaProviderTraining@hpe.com)

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

- a. Basic Skill Training: Please remember Basic Skills Training is to teach a recipient a skill level they have already acquired but need assistance in relearning that skill. This is not to teach a new skill. When identifying what the therapeutic design remember the intent of the individualized treatment plan and the services that have been requested are they rehabilitative services per policy MSM Chapter 400, Section 403, page 31

Non covered services:

3. Therapeutic Design: RMH services are adjunct (enhancing) interventions designed to complement more intensive mental health therapies and interventions. While some rehabilitative models predominately utilize RMH services, these programs must demonstrate the comprehensiveness and clinical appropriateness of their programs prior to receiving prior authorization to provide RMH services. RMH services are time-limited

services, designed to be provided over the briefest and most effective period possible. Service limitations are designed to help prevent rehabilitation diminishing return by remaining within reasonable age and developmentally appropriate daily limits. Also taken into consideration are other social, educational and intensive mental health obligations and activities. RMH services are planned and coordinated services.

b. Missing information not included within a Prior Authorization

Top issues

- Not Eligible
- Incorrect dates of service
- No Medication Management indicated
- Therapies are not noted
- Treatment interventions not identified
- Cognitive function not identified
- Appropriateness of services not identified (Rehabilitative)

c. HPES Updates

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

Email Address: [BehavioralHealth@dncfp.nv.gov](mailto:BehavioralHealth@dncfp.nv.gov)

Q & A's: 6/14/17

Q: For provider type 14 for BST AND PSR SERVICES what level of casii score is required?

A: There are tables under each section in Chapter 400 with limitation for services based on casii/locus level. BST-403.6c, PSR 403.6G3

Q: What is HPES/DXC Stephanie's contact information?

A: Stephanie Ferrell

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[stephanie.d.ferrell@dxc.com](mailto:stephanie.d.ferrell@dxc.com)

[nevadaprovidertraining@hpe.com](mailto:nevadaprovidertraining@hpe.com)

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Q: Amerigroup is telling us they are not accepting Type 14's and HPN is requiring us to get qualified by their exclusive something before accepting 14's.

A: There is not really a question submitted in the statement above. However, to clarify, each Managed Care Organization (MCO) is allowed to set forth their individual provider criteria.

You will need to contact their representatives. I have included a link for information on

Managed Care, [DHCFP - Managed Care Link](#)