

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

BEHAVIORAL HEALTH TECHNICAL ASSISTANCE

Minutes – Wednesday, October 10, 2018

10:00 - 11:00 a.m.

Facilitator: Kim Riggs, DHCFP, Behavioral Health Social Services Specialist

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, Kim Riggs, Sheila Heflin-Conour, SURS Representative and DXC Technology, Joann Katt, LPN, Medical Management

2. DHCFP Public Notices Reviewed:

Please follow the following link provided to the DHCFP Public Notices,

<http://dhcfp.nv.gov/Public/AdminSupport/PublicNotices/>

- **Medication Training and Support, Date: 10/12/2018 Time: 2:30 PM**
- **Psychotherapy and Neurology Services Date: 10/25/2018 Time: 1:00 PM**

Provider Question: Does the current policy need to be applied per the current policy prior to the October 25th schedule Public Hearing?

Answer:

http://dhcfp.nv.gov/uploadedFiles/dhcfpnhgov/content/Public/AdminSupport/MeetingArchive/PublicHearings/2018/MSM_PH_10_25_18_Ch_400.pdf

The Division Administrator may choose to not implement a policy that would be more restrictive to providers if deemed appropriate. The previously approved policy for prior authorization after five sessions for psychotherapy and neurotherapy for the period of October 1, 2018 to October 25, 2018 will not be implemented to reduce impact to providers and recipients.

3. Behavioral Health Community Networks (BHCN) Updates:

DHCFP Social Services Program Specialist, Sheila Heflin-Conour.

The new BHCN Frequently Asked Questions has been updated. The new version should be on the DHCFP Behavioral Health Program by today. Thank you to the providers that provided questions they wanted addressed.

4. DHCFP Surveillance Utilization Review Section (SUR)

Updates or reminders for Providers: Kurt Karst, Surveillance and Utilization Review (SUR) Unit. No current updates. No indicated SURS questions from providers

5. DXC Technology Updates

Updates or reminder for Providers: Joann Katt, LPN, Medical Management Center/Behavioral Health Team Lead.

Reviewed September minutes to clarify further the following areas.

FA-29, FA-29A and FA-29B

FA-29 FORMS:

Links to forms located on the Nevada Medicaid ProviderWebsite. <https://www.medicaid.nv.gov/providers/forms/forms.aspx>

FA-29 – Data Correction Form:

<https://www.medicaid.nv.gov/Downloads/provider/FA-29.pdf>

- End date an open prior authorization.
- A recipient/client has decided to end services.
- Data Corrections examples provided; overlapping days of services, wrong dates of services requested.
- A child/youth has been adopted and the Medicaid number has been changed. This form can be utilized to update the current open PA and services will not be interrupted and less administrative paperwork for the providers.

Examples presented: Primary therapist is leaving, or the recipient is discharge from services please update this information to close the open PA. This allows a recipient/client to receive services if needed, from

FA-29 (A) – Request to Termination of Service:

<https://www.medicaid.nv.gov/Downloads/provider/FA-29A.pdf>

Use this form to terminate services from an existing provider. The Nevada Medicaid recipient/client needs to fill out and sign the FA-29A to terminate the existing providers PA. Again, the recipient must sign this form, not just the new BH provider. You need to fill out the terminating providers contact information which should have been obtained per reaching out to close existing services for the recipient with the previous provider. Again, per DXC Technology, the new provider cannot request information from DXC Technology per the previous services. Past treatment history information should be obtained by the new BH provider who should be requesting the records per the recipients/client permission.

FA-29 (B) – Prior Authorization Request:

<https://www.medicaid.nv.gov/Downloads/provider/FA-29B.pdf>

Request a reconsideration on any denied services on an authorization request. The purpose of this form is to assist the BH providers in requesting a reconsideration. Required information is “NEW” documentation that has not been reviewed prior. Please do not submit with prior information. Please remember all services are dependent on medical necessity.

FA-11 – Outpatient Mental Health Request (outpatient services)

<https://www.medicaid.nv.gov/Downloads/provider/FA-11.pdf>

Purpose: To request outpatient mental health services. Outpatient services may also be requested on form FA-11A either in combination with rehabilitation services or alone.

FA- 11 (A) - Behavioral Health Authorization Request (For provider types 14, 26 and 82) <https://www.medicaid.nv.gov/Downloads/provider/FA-11A.pdf>

Can be utilized for both Outpatient and Rehabilitative services request.

DXC Technology also indicted they are working in conjunction with DHCP in on new forms to make PA submission easier and clear for the providers.

Crisis Intervention Services: Procedure Code HCPCS H2011: All services limitations are noted within MSM Chapter 400. Please remember to review before asking for services. Examples provided: If a recipient/client has received 3 occurrences in the 90 days per policy, the BH provider would have to submit a prior authorization for further crisis intervention services.

Behavioral Health Counseling and Therapy Procedure HCPCS code H0004: In home and community setting, not in an office setting. Please be reminded this code is not a modifier but an HCPCS code **NOTE:** Documentation must reflect medical necessity for in-home and community services.

Clarification: If a recipient/client does not have transportation is not a reason to utilize H0004. Please refer to MTM, Nevada Medicaid Transportation vendor.

Announcements/Updates: Stephanie Ferrell, Provider Services Field Representative Updates <https://www.medicaid.nv.gov/providers/newsannounce/default.aspx>

New Featured Link: Modernization Project. Please review the information per this new Nevada Medicaid featured Link area. There are several important announcements. This was created to keep all providers informed to the training, electronic billing, electronic claims, etc.

Featured Link: <https://www.medicaid.nv.gov/providers/Modernization.aspx>

Thank you BH providers for the information concerning the two new forms that are not allowing text to wrap within the forms. This information will be provided to DXC Technology staff to research and address the noted concerns.

6. NEW 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 providers and make sure the specialists are focusing training and educational components tailored to your needs and your direct input from the BHTA WebEx. Review last month's questions in detail.

Provider Questions for November 14th: PT 17/Specialty 215 Substance Abuse providers and PT 14 providers providing dual services?
Billing Procedure Codes and Limitation review for BH Providers

Please email questions, comments or topics that providers would like addressed any time or please ask per the BHTA WebEx to be discussed per the following months BHTA. Email Address: kriggs@dhcfp.nv.gov