

**DIVISION OF HEALTH CARE FINANCING AND POLICY  
CLINICAL POLICY TEAM, BEHAVIORAL HEALTH PROGRAM  
BEHAVIORAL HEALTH TECHNICAL ASSISTANCE (BHTA)  
Agenda – Wednesday, March 10, 2021  
10:00 - 11:00 a.m.**

**Facilitator:** Carin Hennessey, DHCFP, Behavioral Health Unit (BHU), SSPS II

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

The BHTA webinar offers providers guidance and updates on DHCFP BHU policy. The Webex meeting format also offers providers an opportunity to ask questions via the Q & A (the “chat room”) and receive answers in real time. The webinar is recorded. If you have questions prior to the monthly webinar or after, for additional assistance submit directly to the [BehavioralHealth@dchcfp.nv.gov](mailto:BehavioralHealth@dchcfp.nv.gov).

- Introductions – BHU, Provider Enrollment, SUR, Gainwell Technologies

**2. February 2021 BHTA Minutes:**

The minutes from last month’s BHTA are available on the [DHCFP Behavioral Health webpage](#) (under “Meetings”). You’ll want to navigate to this page and click on “Behavioral Health Agendas and Minutes.” You can find the past agendas and minutes for the meetings, as well as the current information. Please look at these if you have questions and if you were not able to attend last month; this is a great place to check up on what we discussed.

- Clarifications and General Questions: QA Programs
- Clarifications and General Questions: Service Limitations and Prior Authorization Requirements

**3. Related DHCFP Public Notices:**

Link for upcoming Public Hearings, Meetings, and Workshops related to Behavioral Health <http://dchcfp.nv.gov/Public/AdminSupport/PublicNotices/>.

**Public Workshops**

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**Public Hearings**

- **3/30/2021** – Medicaid Services Manual (MSM Chapter 400 – Mental Health and Alcohol/Substance Abuse Services) – Revisions to MSM Chapter 400 Attachment C

**4. DHCFP Behavioral Health Updates:**

**Behavioral Health Web Announcements (WA):**

<https://www.medicaid.nv.gov/providers/newsannounce/default.aspx>

(Please refer to this link for a complete list of web announcements)

- **WA#2437** -- Attention All Behavioral Health Providers: Psychotherapy Service Limitations Restart January 1 Each Calendar Year
- **WA#2436** -- COVID-19 Testing Codes Update
- **WA#2435** – Attention All Providers, Delegates and Staff: Upcoming Training Sessions for March 2021
- **WA#2429** – Attention All Providers: Claims that Denied in Error with Timely Filing Error Codes 676 or 677 Have Been Reprocessed
- **WA#2427** – Nevada Health Link Opens Special Enrollment Period for Uninsured Nevadans Starting February 15, 2021
- **WA#2426** – Providers Invited to Participate in Medical Care Advisory Committee
- **WA#2425** – Attention All Providers: Top 10 Claim Denial Reasons and Resolutions/Workarounds for January 2021 Claims

**Sarah Dearborn, SSPS III**

- **Provider Type (PT) 86: Specialized Foster Care**

**Carin Hennessey, SSPS II**

- **Clarifications: IOP and Neurotherapy**
- **Questions: WA#2437?**
- **Immunize Nevada website** <https://www.immunizenevada.org/county-specific-covid-19-vaccine-plan>

**6. DHCFP Provider Enrollment Unit Updates:**

**Nevada Medicaid Website:** <https://www.medicaid.nv.gov/providers/enroll.aspx>

**DHCFP Website:** <http://dhcftp.nv.gov/Providers/PI/PSMain/>

**7. DHCFP Surveillance Utilization Review (SUR) Updates:**

**Report Provider Fraud/Abuse** <http://dhcftp.nv.gov/Resources/PI/SURMain/>

**Provider Exclusions, Sanctions and Press**

**Releases** <http://dhcftp.nv.gov/Providers/PI/PSExclusions/>

**8. Gainwell Technologies Updates:**

**Billing Information** <https://www.medicaid.nv.gov/providers/BillingInfo.aspx>

**Provider Enrollment** <https://www.medicaid.nv.gov/providers/enroll.aspx>

**Provider Training** <https://www.medicaid.nv.gov/providers/training/training.aspx>

**Contact Information**

Nevada Medicaid Customer Service: (877) 638-3472

Prior Authorization Information: (800) 525-2395

Field Service Representatives: [NevadaProviderTraining@dx.com](mailto:NevadaProviderTraining@dx.com)

**Alyssa Kee Chong, Provider Relations Field Service Representative - North**

**Susan Harrison (McLaughlin), Provider Relations Field Service Representative – South**

**Nevada MMIS Modernization Project**

Please review the information per this Nevada Medicaid featured link area. There is information on Important System Dates, Known System Issues and Identified Workarounds, Training Opportunities, and Helpful Resources: <https://www.medicaid.nv.gov/providers/Modernization.aspx>. Also listed on this page, are ***Modernization (New) Medicaid System Web Announcements***; please refer to these announcements for specific information related to Modernization.

9. **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 Health providers and make sure the specialists are focusing training and educational components to your needs and gathering your direct input from the BHTA Webex. The previous month's questions with answered on the posted minutes for the meeting.

Please email questions, comments or suggested topics for guidance to [BehavioralHealth@dncfp.nv.gov](mailto:BehavioralHealth@dncfp.nv.gov)