

**DIVISION OF HEALTH CARE FINANCING AND POLICY
CLINICAL POLICY TEAM, BEHAVIORAL HEALTH PROGRAM
BEHAVIORAL HEALTH TECHNICAL ASSISTANCE (BHTA)
Agenda – Wednesday, May 12, 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@dhcfp.nv.gov.

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

NOTE: Beginning in June 2021, the BHTA will be held on Microsoft TEAMS. The format will be similar to Webex. Agendas and Minutes will still be provided for every meeting and posted on the BHU webpage on the DHCFP website. Registration will not be required for each meeting. The BHU will not be providing technical assistance for TEAMS, but we will be assisting providers with the transition.

2. April 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.

- Navigation of Medicaid Website
- Progress Notes, Electronic Health Record (EHR), and Alterations or Addenda to Records

3. Related DHCFP Public Notices:

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

Public Workshops

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Public Hearings

- To Solicit Comments on Amendments to the State Plan for Medicaid Services

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#2498** – List of Group Providers Who Should Not Have Individuals Linked to Them and an Update Regarding Claims Denied with Error Code 1008
- **WA#2497** – Attention Provider Type 63 (Residential Treatment Center Managed Care Contract Effective January 1, 2022
- **WA#2496** – Inactive Delegate Accounts on the Provider Web Portal Will Be Disabled Beginning May 17, 2021
- **WA#2490** – Attention All Providers: Submitting Secondary Claims Trainings Scheduled in 2021
- **WA#2485** – Attention All Providers: Step-by-Step Guide Available to Assist Nevadans 16 Years of Age and Older in Making Appointments for COVID-19 Vaccination
- **WA#2484** – Attention All Providers, Delegates and Staff: Upcoming Training Sessions for May 2021
- **WA#2482** – Medicaid Management Information System Updated with NCCI Quarter 2 2021 Files
- **WA#2481** – Attention All Providers: Guidance Regarding Storage and Handling of COVID-19 Vaccines
- **WA#2477** -- Provider Web Portal Registration Process Reminders
- **WA#2476** – Reminder: Claims and Claim Appeals Must Be Submitted Electronically
- **WA#2475** – Attention All Providers: Fact Sheets Regarding Access to COVID-19 Vaccination
- **WA#2474**– Reminder: Use Report Download Feature in Provider Web Portal to Obtain Copy of Nevada Medicaid Contract
- **WA#2473** – Attention Provider Type 14 (Behavioral Health Outpatient Treatment): Update Regarding Claims Behavior Assessment/Intervention Procedure Codes
- **WA#2472** – Attention All Providers: Top 10 Claim Denial Reasons and Resolutions/Workarounds for March 2021 Claims
- **WA#2471** – URGENT: Health Resources & Services Administration (HRSA) COVID-19 Uninsured Program Webinar on April 13, 2021
- **WA#2470** – Attention Provider Type 63 (Residential Treatment Center/Psychiatric Residential Treatment Facility): Reminder Regarding Elopement Policy
- **WA#2469** – Medicaid Services Manual Chapter 400 Updated

Carin Hennessey, SSPS II

- **Educational Updates:**
 - Quality Assurance (QA) Program, MSM 403.2(B)(6)(f)
 - Providers Enrolling Under Highest Specialty and Licensure
 - Individual Provider Engagement in Medicaid Enrollment

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://dhcfp.nv.gov/Resources/PI/SURMain/>
Provider Exclusions, Sanctions and Press Releases <http://dhcfp.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@dxc.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@dhcfp.nv.gov