

**DIVISION OF HEALTH CARE FINANCING AND POLICY  
CLINICAL POLICY TEAM, BEHAVIORAL HEALTH PROGRAM  
BEHAVIORAL HEALTH TECHNICAL ASSISTANCE (BHTA)  
Agenda – Wednesday, June 9, 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 call offers providers guidance and updates on DHCFP Behavioral Health policy. The TEAMS meeting format offers providers an opportunity to ask questions chat feature and receive answers in real time. The webinar is recorded. If you have questions prior to or after the monthly call, submit requests directly to the [behavioralhealth@dncfp.nv.gov](mailto:behavioralhealth@dncfp.nv.gov).

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

**2. May 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 information from previous and current meetings. Please review if you have questions and if you were not able to attend the BHTA last month; this is a great place to check up on what we discussed.

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

**3. Related DHCFP Public Notices:**

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

**Public Workshops**

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**Public Hearings**

- 06/29/2021 – Medicaid Services Manual (MSM 1200 – Prescribed Drugs; MSM 2900 – Federally Qualified Health Centers; MSM 600 – Physician Services; MSM 1900 – Transportation Services; MSM 400 – Mental Health and Alcohol/Substance Abuse Services)

**Public Meetings**

- 6/29/2021 – To Solicit Comments on Amendments to the State Plan for Medicaid Services (IAF; CHIP Support Act; Biofeedback and Neurotherapy Services)

- 6/4/2021 -- Solicitation of Public Input Regarding the Home and Community Based Provisions in the American Rescue Plan Act of 2021

**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#2513**– New Provider Orientation Scheduled for July 2021
- **WA#2511** – Providers Encouraged to Promote Mental Health Services through Social Media
- **WA#2505** – Attention All Providers: Top Prior Authorization Denial Reasons for the First Quarter of 2021
- **WA#2504** – Inactive Delegate Accounts on the Provider Web Portal Disabled Effective May 17, 2021
- **WA#2502** – Attention All Providers: Update Regarding Rate Reduction Implementation (Updated May 19, 2021)
- **WA#2501** – Attention All Providers: Top 10 Enrollment Return Reasons and Resolutions for First Quarter 2021 Submissions

**Sarah Dearborn, SSPS III, BHU Supervisor**

- **Behavioral Health Updates**

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

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

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

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

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

**Provider Exclusions, Sanctions and Press**

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

- **Educational Updates: Recycle of Crisis Intervention Claims**

**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](mailto: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 TEAMS meeting 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 TEAMS meeting. 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)