

**DIVISION OF HEALTH CARE FINANCING AND POLICY
CLINICAL POLICY TEAM, BEHAVIORAL HEALTH PROGRAM
BEHAVIORAL HEALTH TECHNICAL ASSISTANCE (BHTA)
Minutes – Wednesday, April 13, 2022
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 using the 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@dhcfp.nv.gov.

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

2. March 2022 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.

- BH Updates
- QBA and QMHA Enrollment Issues

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

- **03/31/2022** -- MSM Chapter 3400 – Telehealth Services

Public Hearings

- **03/18/2022** – MSM 1200 - Prescribed Drugs; MSM Chapter 400 – Mental Health and Substance Abuse Services; MSM Chapter 2900 – Community Health Workers
- **03/29/2022** – State Plan Amendment (Third Party Liability; Crisis Stabilization Centers; National Medicaid Pooling Initiative (NMPI); Clinical Trials)
- **03/29/2022** – MSM Chapter 400 - Mental Health and Substance Abuse Services, MSM Chapter 600 - Physician Services, and MSM Chapter 2900 - Federally Qualified Health Centers

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#2754** – Medicaid Management Information System Updated with NCCI Quarter 2 2022 Files
- **WA#2751** – Attention Provider Type 86 (Specialized Foster Care): Update on Claims Denied with Error Code 4141
- **WA#2750** – Attention All Providers: Delay in Processing Enrollments and Change/Update Requests
- **WA#2747** – Attention All Providers: Reminder to Utilize the Electronic Verification System (EVS) to Verify Recipient Eligibility
- **WA#2746** – Attention All Providers, Delegates and Staff: Upcoming Training Sessions for April 2022
- **WA#2745** – 2022 Annual New Code Update
- **WA#2743** – Updates Regarding National Correct Coding Initiative (NCCI) Quarter 1 2022 Files
- **WA#2741** – Attention All Providers: Updated Notice on Neurotherapy Services for the Treatment of Mental Health Diagnoses and the Use of Biofeedback for the Treatment of Mental Health Diagnoses
- **WA#2740** – Attention All Providers: Please Begin Recipient Outreach to Plan for End of the COVID-19 Public Health Emergency
- **WA#2737** – Professional and Outpatient Claims for Office Visit Procedure Code 99215
- **WA#2736** – Attention All Providers: New Recipient/Enrollee Webpage Created Regarding Digital Medicaid ID Cards

Carin Hennessey, SSPS II

- BH Updates –
 - New Projects
 - Nevada Medicaid has included within its HCBS ARPA quarterly spending plan, a request for funds to procure a consultant to develop a comprehensive plan to improve Medicaid-funded behavioral health services for children. Nevada’s Interim Finance Committee approved this expenditure on February 9th and the state is awaiting CMS approval of the HCBS ARPA request which was submitted on February 2nd.
 - For Crisis Stabilization Centers (CSC), Public Hearing scheduled for February 22nd was held March 29, 2022 – the MSM updates for Chapter 400 were approved and the State Plan Amendment (SPA) for the CSC rates was submitted to the Centers for Medicare and Medicaid Services (CMS). NOTE: The MSM 400 policy for CSC is not been posted currently, but the chapter policy will be updated soon. Please see [WA#2722](#).

- Mobile Crisis Planning Grant is moving forward, in relation to the crisis continuum. The crisis continuum includes the launch of 988 (on July 16, 2022), the Mobile Crisis teams (being developed and including policy and other updates within Nevada Medicaid, i.e., SPA or waiver application), and the CSC (as mentioned above).
 - Updates for Provider Type 14 and 82 checklists for enrollment are coming, to provide clarity and support enrollment. Also, in the coming months, we will be proposing policy edits to MSM 400 to support clarity around provider qualifications and enrollment for these provider types, be on the lookout for a public workshop coming soon.
 - The ABA quarterly dashboard has been posted to the DHCFP website, a link is located on the ABA Program page, [ABA \(nv.gov\)](https://www.nv.gov).
 - SUPPORT Act Planning Grant Update
 - The Strategic Plan, Infrastructure Assessment Report, and Sustainability Plan for the 1115 SUD IMD Waiver have been posted to the DHCFP, SUPPORT Act webpage, <https://dhcftp.nv.gov/Pgms/SUPPORTActGrant/>.
 - SUPPORT Act Post Planning Grant Update
 - Nevada was awarded the next phase of the 1003 SUPPORT Act Post Planning Grant and will last for 3 years ending September 2024.
 - Specialized Foster Care (SFC) Updates
 - SFC meetings are held bi-weekly, beginning in January, with county child welfare, juvenile justice agencies, and the Division of Child and Family Services (DCFS), and Gainwell. There are currently ten (10) SFC agencies enrolled under Provider Type 86: four (4) providers in Washoe County; six (6) providers in Clark County.
 - Certified Community Behavioral Health Centers (CCBHC)
 - Section 223 Demonstration Program
 - This funding for the CCBHC program has been extended to September 30, 2023.
 - SAMHSA CCBHC Awards
 - SAMSHA (SM-20-012) awarded four (4) CCBHC awards to Nevada grantees: three (3) agencies will serve individuals in Clark County; one (1) agency will serve rural Nevada.
- Public Health Emergency (PHE)
 - PHE has been extended and you can find more information at <https://www.phe.gov/emergency/news/healthactions/phe/Pages/default.aspx>
- LMSW Post-Post Graduate Intern and Enrollment as QMHP

- Informational, so that providers are aware of updates to the enrollment as a Social Work Intern within Nevada Medicaid, under QMHP. In accordance with Senate Bill 44 from the 2021 Legislative session, BHU is updating the enrollment checklist for QMHP. The update will identify that the LMSW Post-Graduate Intern with the appropriate license will submit the licensure and the letter of internship issued from the Nevada Board of Examiners (BOE) for Social Work. That letter will be required for enrollment. Applicants will be able to link to those agencies listed on their letter but will not be linked to any agencies not on their letter. This is to be in alignment with the BOE of SW procedures. If there are updates to the letter and agencies to which the Intern can link, the provider will be responsible for submitting the updated letter to their enrollment.

For all QMHP-level Interns, DHCFP will be in alignment with the BOEs for SW, as well as BOEs MFT and CPC. The providers will be responsible for submitting any updates to their enrollments, in compliance with the BOE.

The checklists for 300 will be updated and there will also be an WA to signify the effectiveness of the updated submission requirements.

- 988 SAMHSA 988 Suicide and Crisis Lifeline Website
<https://www.samhsa.gov/find-help/988>
- 988 Messaging Framework
<https://suicidepreventionmessaging.org/988messaging/framework>
- Notice of Funding Opportunity: Community Programs for Outreach and Intervention with Youth and Young Adults at Clinical High Risk for Psychosis
<https://www.samhsa.gov/grants/grant-announcements/sm-22-008>

6. DHCFP Provider Enrollment Unit Updates:

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

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

Contact Information: providerenrollment@dhcfp.nv.gov

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

NVMMIS.EDIsupport@gainwelltechnologies.com

nv.providerapps@gainwelltechnologies.com

Prior Authorization Information: (800) 525-2395

nvpeer_to_peer@gainwelltechnologies.com

Field Service Representatives: nevadaprovidertraining@gainwelltechnologies.com

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

Q: Is there another way to link providers to a group without going through the Update process for the group via the portal? I ask because I submitted several providers to be linked on 02.04 and did another update request on 03.11 to link additional staff. Apparently, they overlapped, so I just received notice that neither of those update requests are being accepted. The need to link practitioners is sporadic as new hires come in at various times. Waiting more than 5 weeks to send another request to link providers is not realistic.

A: We posted [WA#2750](#) last week about delays in processing applications. We are working the best we can to get through these. If multiple updates are being submitted, they cancel each other out; each time you submit one it cancels out the request you made previously. We have to return those so that all of the updates are being requested at once. Otherwise, it is a total domino effect and leaves us constantly missing things. Reach out to our Field Representative Team at the nevadaprovidertraining@gainwelltechnologies.com. You can also submit the request through the individual's portal if the group has that access; if they are linked to any other groups, you want to make sure you maintain their linkage to those groups. This prevents multiple updates under the group NPI.

Q: Hello I recall in a previous meeting it was mentioned that when there is a Medicare insurance as a primary we providers do not have to submit the Medicare Denial Letter. Would you kindly let me know where I can locate that in the previous minutes for reference purposes. I am asking about a crossover claim.

A: Please review Web Announcement #1941

https://www.medicaid.nv.gov/Downloads/provider/web_announcement_1941_20190806.pdf. For professional claims where Medicare is the primary payer, there are

separate instructions for submission based on whether or not Medicare makes a payment. EVS Chapter 3 will also include instructions for Crossover and Secondary Claims Submission [EVS User Manual Chapter 3 \(nv.gov\)](#). Follow this information for Medicare denied or non-covered claims. Gainwell offers Workshops on submitting secondary claims where we do a live demo via EVS on submitting secondary claims, using Medicare as the primary insurance is one of the scenarios. Visit the Provider Training webpage on the Nevada Medicaid website, [Nevada Medicaid \(nv.gov\)](#) for more information.

For providers not able to enroll with Medicare and delivering selected behavioral health services to Medicare beneficiaries, please refer to Web Announcements #2287 [web announcement 2287 20200824.pdf \(nv.gov\)](#) and #2368 [web announcement 2638 20211123.pdf \(nv.gov\)](#). The impacted procedure codes are 90791 (psychiatric assessments); 90832, 90834, 90837 (psychotherapy); 90839 (psychotherapy for crisis); and 90846, 90847, 90849, 90853 (other psychotherapy), 90785 (Interactive complexity), H2011 (Crisis Intervention), H2011 with modifier GT, and H2011 with modifier HT. The involved PT 14 specialties are 300, 306, and 307.

Q: What page in chapter 400 is the new Crisis Stabilization Center discussed? I am trying to determine how and when we are to use those as a resource? I didn't see it? So how do we make use of them? Will we be referring to them? Is it outpatient?

A: Please see Web Announcement #2722 https://www.medicaid.nv.gov/Downloads/provider/web_announcement_2722_20220223.pdf. The Medicaid Services Manual (MSM) Chapter 400 is being updated to include the information on Crisis Stabilization Centers (CSCs) approved at Public Hearing on March 29, 2022.

Q: Is provider enrollment assigning certain groups of enrollment applications to get through them? I have some that were sent end of Feb and were still listed under submitted status when I had new ones submitted mid-end of March and they are processing a lot quicker over the first submitted ones. Not fully completed but we're under review while the others still listed submitted.

A: We have different levels of provider enrollment analysts based on experience and seniority. Different applications require different levels of review, different documents, etc. You may also contact the Provider Enrollment inbox for questions about specific enrollments providerenrollment@dncfp.nv.gov.

Q: Can you give me some guidance to the info I need to supply for Neurofeedback PARS? It's a little different being there is so much technical data, Brain Maps, and protocols in addition to the typical progress/regress from the therapeutic perspective. I seem to be having trouble communicating the medical necessity properly in the FA-11 and am looking to improve on my delivery.

A: You can include the Brain Maps however you should utilize the outcome of the brain map and summarize it within the context of information provided for additional units. If you have specific information PA numbers on which you are inquiring, please reach out to your Field Service representative for assistance.

Q: What is the current turn around on 814 supervisor updates?

A: Please refer to Web Announcement #2750 for more information on the enrollment delays. If you have specific needs, please reach out to your field representative nevadaprovidertraining@gainwelltechnologies.com and include your NPI.

Please email questions, comments, or suggested topics for guidance to BehavioralHealth@dchfp.nv.gov