

**DIVISION OF HEALTH CARE FINANCING AND POLICY
CLINICAL POLICY TEAM, BEHAVIORAL HEALTH PROGRAM
BEHAVIORAL HEALTH TECHNICAL ASSISTANCE (BHTA)
Agenda – Wednesday, February 9, 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@dncfp.nv.gov.

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

2. January 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.

- Flyers and Technical Assistance Information
- MCO Questions Related to Behavioral Health Services
- Provider Enrollment and Revalidation

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 Hearings

- **02/22/2022** – MSM Chapter 400 - Mental Health and Substance Abuse Services, MSM Chapter 1200 - Prescribed Drugs, and MSM Chapter 2900 - Federally Qualified Health Centers
- **02/22/2022** – STATE PLAN AMENDMENT Crisis Stabilization Centers

Public Workshops

- **02/07/2022** – National Medicaid Pooling Initiative

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#2702** -- Attention All Providers: Reminder Regarding Training Options
- **WA#2698** -- Attention Provider Type 86 (Specialized Foster Care): Claims for Recipients Enrolled in Both Nevada Medicaid Fee-For-Service (MCD) and Medicaid Fee-for-Service Child Welfare (MCDL)
- **WA#2697** -- Attention All Providers: Community Health Worker Provider Type Created
- **WA#2694** -- Attention Provider Type 63 (Residential Treatment Center): Reminder Regarding Residential Treatment Center (RTC)/Psychiatric Residential Treatment Facility (PRTF) Critical Incident/Serious Occurrence Reporting Requirements
- **WA#2693** -- Attention All Providers: Refer to Electronic Verification System (EVS) User Manual to Assist with Navigating EVS
- **WA#2692** -- Attention All Providers, Delegates and Staff: Upcoming Training Sessions for February 2022
- **WA#2691** -- Attention All Providers: Reminder to Review Provider Type Specific Billing Guides
- **WA#2688** -- Attention All Providers, Delegates and Staff: Automated Response System (ARS)
- **WA#2686** -- Attention All Providers: Janssen COVID-19 Booster Administration Code and Moderna Vaccine Booster and Administration Codes
- **WA#2685** -- Attention All Providers: Update on Claims Denied with Error Code 2504 When Other Insurance Applied to Co-Pay or Co-Insurance
- **WA#2684** -- Attention All Providers: Nevada Medicaid and Nevada Check Up District Office Call Center Hours Extended to Assist Recipients (Updated January 20, 2022)
- **WA#2683** -- Attention All Providers: Notify Medicaid Recipients to Act Immediately if They Wish to Switch MCO Plans (Updated January 20, 2022)
- **WA#2681** -- Attention All Providers: Effective Immediately Use New Email Addresses to Contact Nevada Medicaid Fiscal Agent

Carin Hennessey, SSPS II

- Vaccine Mandate
- Enrollment and Revalidation for QBA and QMHA
- Neurotherapy
- Crisis Services in Nevada

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.

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