

**DIVISION OF HEALTH CARE FINANCING AND POLICY  
CLINICAL POLICY TEAM, BEHAVIORAL HEALTH PROGRAM  
BEHAVIORAL HEALTH TECHNICAL ASSISTANCE (BHTA)  
Agenda – Wednesday, May 10, 2023  
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](mailto:behavioralhealth@dncfp.nv.gov).

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

**2. April 2023 BHTA Minutes:**

The minutes from last month’s BHTA are no longer available on the [DHCFP Behavioral Health webpage](#) (under “Meetings”). You can navigate to this page and click on “Behavioral Health Agendas and Minutes” to find information from previous meetings. If you’d like to request a transcript from last month’s meeting, submit a request to [behavioralhealth@dncfp.nv.gov](mailto:behavioralhealth@dncfp.nv.gov).

- Resources
  - Public Health Emergency ends May 11, 2023 -- <https://dncfp.nv.gov/covid19/>
  - CASAT Learning -- Pathways in Crisis Services (PICS) - Resources and Online Learning Opportunities, <https://casat.org/learning/>
- BH Updates

**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**

- **May 30, 2023** -- State Plan and the Alternative Benefit Plan for Medicaid Services (Supplement 1, Attachment 3.1-A Targeted Case Management, Alternative Benefit Plan Medication Assisted Treatment)
- **May 30, 2023** -- Medicaid Services Manuals (MSM 1200 – Prescribed Drugs; MSM 400 – Mental Health and Alcohol/Substance Abuse Services; MSM 2500 - Case Management; MSM 3800 - Medication Assisted Treatment)

#### 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#3067** -- COVID-19 UNWIND: COVID-19 Prior Authorization Requirements Changing
- **WA#3066** – COVID-19 UNWIND: COVID-19 Billing Guide Updated
- **WA#3061** – Claims Denied with Error Code 5005 Have Been Reprocessed
- **WA#3060** – Attention All Providers, Delegates, Staff, Credentialing Companies and Third-Party Billers: New Call Center Interactive Voice Response System Is Now Live
- **WA#3058** – Error Code 5051 Updated for Crossover Claim Types
- **WA#3057** – Expired Provider Enrollment Applications, Change Requests and Revalidations Reminder
- **WA#3055** – Attention All Providers, Delegates and Staff: Upcoming Training Sessions for May 2023
- **WA#3051** – Attention All Providers, Delegates, Staff, Credentialing Companies and Third-Party Billers:
- **WA#3049** – COVID-19 UNWIND: Certain 1135 Flexibilities to Expire When Public Health Emergency Expires on May 11, 2023

##### **Carin Hennessey, SSPS II**

- Resources – Mental Health Awareness Month
- BH Updates
- PSR/BST and Expiration of PHE and telehealth delivery
- Intensity of Needs Grid and Service Limitations

#### 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/>

**Contact Information:** [providerenrollment@dhcfnv.gov](mailto:providerenrollment@dhcfnv.gov)

#### 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/>

#### 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](mailto:NVMMIS.EDIsupport@gainwelltechnologies.com)

[nv.providerapps@gainwelltechnologies.com](mailto:nv.providerapps@gainwelltechnologies.com)

Prior Authorization Information: (800) 525-2395

[nvpeer\\_to\\_peer@gainwelltechnologies.com](mailto:nvpeer_to_peer@gainwelltechnologies.com)

Field Service Representatives: [nevadaprovidertraining@gainwelltechnologies.com](mailto:nevadaprovidertraining@gainwelltechnologies.com)

**Alyssa Drucker, Provider Relations Field Service Representative – North**  
**Susan Harrison, Provider Relations Field Service Representative – South**

- **FA-29A Request for Termination of Services**
- **Nevada Medicaid Provider Training team survey**  
<https://forms.office.com/r/bqLC1aEJsm>,
- **Provider enrollment applications, change requests and revalidations inactive for the last 120 days, [Web Announcement 3057](#)**
- **Gabby interactive voice response (IVR) system is active effective 4/27/2023, [Web Announcement 3060](#). This is for the provider call center. Not active for the Prior Authorization or Magellan Call Centers at this time.**

**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)