

**DIVISION OF HEALTH CARE FINANCING AND POLICY
CLINICAL POLICY TEAM, BEHAVIORAL HEALTH PROGRAM
BEHAVIORAL HEALTH TECHNICAL ASSISTANCE (BHTA)
Agenda – Wednesday, August 9, 2023
10:00 - 11:00 a.m.**

Facilitator: Carin Fox 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. July 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@dhcfp.nv.gov.

- BH Updates (outline posted [BHTA WEBINAR 2023](#))
- BH Services Provider Survey (document posted [BHTA WEBINAR 2023](#))

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

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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#3138** – Attention All Providers: Top Prior Authorization Denial Reasons for the Second Quarter of 2023

- **WA#3137** – Attention Provider Type 17 (Special Clinics) Specialty 166 (Family Planning): Update Regarding Procedure Code 99070 (Supplies and Materials Provided by Physician)
- **WA#3134** – Rate Review Surveys for Certain Provider Types and Services
- **WA#3132** – Medicaid Services Manual Chapters Updated
- **WA#3131** – Attention Provider Type 13 (Psychiatric Hospital, Inpatient): 1115 Institution for Mental Disease (IMD) Substance Use Disorder (SUD) Demonstration Waiver
- **WA#3130** – Attention All Providers, Delegates and Staff: Upcoming Training Sessions for August 2023
- **WA#3129** – Electronic Funds Transfer Requirements for Individuals Linking to a Group
- **WA#3126** – Attention All Providers: Top 10 Claim Denial Reasons and Resolutions/Workarounds for June 2023 Professional Claims
- **WA#3124** – COVID-19 UNWIND: Attention Qualified Mental Health Associate (QMHA) and Qualified Behavioral Aide (QBA) Applicants: Clarification on Enrollment Requirements for Cardiopulmonary Resuscitation (CPR) Certification for Initial Competency Training
- **WA#3123** – Medicaid Management Information System Updated with NCCI Quarter 3 2023 Files
- **WA#3121** – Attention All Providers, Delegates, Staff, Credentialing Companies and Third-Party Billers: Feedback Requested Regarding the Gabby™ Interactive Voice Response (IVR) System
- **Volume 20 Issue 2** – COVID-19 UNWIND: Nevada Medicaid and Nevada Check Up News (Second Quarter 2023 Provider Newsletter)
- **WA#3117** – Attention Provider Types 63 (Residential Treatment Centers) and 68 (Intermediate Care Facilities for Individuals with Intellectual Disabilities/Private)

Behavioral Health

- Behavioral Health Updates
- BHTA Transitioning to Quarterly Meeting
- Behavioral Health Unit Staffing Updates

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 Drucker, Provider Relations Field Service Representative – North

Susan Harrison, Provider Relations Field Service Representative – South

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