

**DIVISION OF HEALTH CARE FINANCING AND POLICY  
CLINICAL POLICY TEAM, BEHAVIORAL HEALTH PROGRAM  
BEHAVIORAL HEALTH TECHNICAL ASSISTANCE (BHTA)  
Agenda – Wednesday, June 14, 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. May 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**

- <https://www.samhsa.gov/programs/mental-health-awareness-month>
- <https://casatondemand.org/casat-conversations/>
- <https://www.nimh.nih.gov/health/topics/caring-for-your-mental-health>
- <https://talk.crisisnow.com/videos/>
- <https://mailchi.mp/casat/schoolcounselorsandsocialworkers?e=ce9c42e1b0>

- **BH Updates**

- **PSR/BST and Expiration of PHE and telehealth delivery** – See [WA#3070](#), [Unwinding COVID-19 Information](#), [MSM 3403.6 Non-Covered Services](#)
- **Intensity of Needs Grid and Service Limitations** – Review Intensity of Needs (ION) Grid, [MSM 403.5\(C\)\(5\)](#), and service limitations based on Level of Care (LOC) determinations. Please send questions to the BH inbox to help form the future conversation on when prior authorizations are required for services listed on the ION Grid.
- **Gainwell Technologies:**
  - FA-29A Request for Termination of Services
  - Nevada Medicaid Provider Training team survey  
<https://forms.office.com/r/bgLC1aEJsm>
  - Provider enrollment applications, change requests, and revalidations inactive for the last 120 days (see [WA#3057](#))

- Gabby interactive voice response (IVR) system is active effective 4/27/2023, [WA#3060](#). This is for the provider call center. Not active for the Prior Authorization or Magellan Call Centers at this time.

### 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#3087** – Urgent Announcement Regarding Claims Suspending for Budget Relief
- **WA#3085** – Providers May Update Demographic Information Using Electronic Verification System (EVS) Starting June 20, 2023
- **WA#3084** – Attention Provider Type 60 (School Health Services): Modifiers Will Be Required When Billing Applied Behavior Analysis Services Procedure Codes
- **WA#3083** – Attention All Providers, Delegates and Staff: Upcoming Training Sessions for June 2023
- **WA#3082** – 2023 Annual New Code Update: Rates Have Been Entered and Suspended Claims Have Been Released
- **WA#3081** – Attention All Providers: Information Regarding Claims Denying for Medicare Coinsurance Greater Than Medicare Paid Amount
- **WA#3080** – Attention All Providers, Delegates, Staff, Credentialing Companies and Third-Party Billers: New Call Center Interactive Voice Response System Now Answering Providers Questions
- **WA#3078** – Attention All Providers: Top 10 Claim Denial Reasons and Resolutions/Workarounds for April 2023 Professional Claims
- **WA#3074** – Attention All Providers: Top Prior Authorization Denial Reasons for the First Quarter of 2023
- **WA#3072** – COVID-19 UNWIND: End of the COVID-19 Public Health Emergency Impacts Provider Enrollment Flexibilities
- **WA#3071** – Attention Provider Type 60 (School Health Services): Modifiers Will Be Required When Billing Applied Behavior Analysis Services Procedure Codes
- **WA#3070** – COVID-19 UNWIND: Two Services No Longer Permitted Using Telehealth

## **Carin Hennessey, SSPS II**

- BH Updates
- Intensity of Needs Grid and Service Limitations (continued)

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

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

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

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

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

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

**Provider Exclusions, Sanctions and Press**

**Releases** <http://dhcftp.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](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**

### **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@dhcftp.nv.gov](mailto:BehavioralHealth@dhcftp.nv.gov)