

Steve Sisolak  
Governor

Richard Whitley, MS  
Director



DEPARTMENT OF  
**HEALTH AND HUMAN SERVICES**  
Division of Health Care Financing and Policy  
*Helping people. It's who we are and what we do.*



Suzanne Bierman, JD, MPH  
Administrator

---

**Update to Telehealth Services**  
**for Behavioral Health Outpatient Treatment Providers, Certified Community Behavioral Health Centers, and**  
**Behavioral Health Rehabilitative Treatment Providers**

**April 28, 2020**

The Division of Health Care Financing and Policy (DHCFP) has been developing memos to address provider concerns regarding telehealth services amid the COVID-19 crisis in the state. As information is updated from federal guidelines, the following information applies to telehealth services provided to Nevada Medicaid recipients:

As of April 13, 2020, Psychosocial Rehabilitation (PSR) services will be permitted through traditional telehealth audio-visual communication for individuals under the age of 18 throughout the period of the COVID-19 pandemic, as a disruption in services is not in the best interest of the youth served by Medicaid. The DHCFP recognizes the crucial need to maintain continuity of care to youth and PSR provides a therapeutic connection for youth to continue progress towards treatment goals and will provide normative coping skills during a critical time. These services are prior authorized and require existing treatment plans and established provider relationships. Being able to provide these services with minimal health risk to the provider and recipient, while supporting established treatment will allow for continued behavioral health support to youth in need. PSR services delivered via telephone are not allowed. The provider must use a telehealth platform that utilizes both audio and visual modalities to perform this service. Continuing to provide these services at the highest level of fidelity and maintaining HIPAA compliance is crucial.

Prior authorization for PSR is still required before services are rendered. Services rendered in good faith the past two weeks, may be submitted based on existing PAs for payment.

Simultaneously, DHCFP and DXC will be implementing system capabilities to allow for H2017 to be billed with Place of Service code 02 when PSR is provided through telehealth. The system process will take time to be implemented but denied claims for this service not covered under telehealth will be reprocessed.