



August 24, 2020

Web Announcement 2287

Attention Provider Type 14 (Behavioral Health Outpatient Treatment):

Mental Health Therapy Claim Denials Resolved

As provider type (PT) 14 (Behavioral Health Outpatient Treatment) specialties 300 (Qualified Mental Health Professional [QMHP]), 306 (Licensed Marriage and Family Therapist [LMFT]) and 307 (Clinical Professional Counselor [CPC]) are not eligible to enroll with Medicare and are unable to submit claims to Medicare as the primary carrier, they do not receive an appropriate Explanation of Benefits (EOB) to then be able to bill mental health therapy services through Nevada Medicaid.

Nevada Medicaid has resolved this claims issue. Effective August 24, 2020, claims for mental health therapy procedure codes submitted by PT 14 specialties 300, 306 and 307 will no longer deny in error with error code 2502 (Client Covered by Medicare Part B) and Explanation of Benefits (EOB) code 2590 (The client has Medicare. Charges must be billed to Medicare before billing Medicaid. Complete the Medicare payment information fields on the claim and retain a copy of explanation of benefits).

Impacted procedure codes are: 90791 (psychiatric assessments); 90832, 90834, 90837 (psychotherapy); 90839 (psychotherapy for crisis); and 90846, 90847, 90849, 90853 (other psychotherapy).

Claims submitted by PT 14 specialties 300, 306 and 307 for the impacted procedure codes listed above that processed on or after February 1, 2019, through August 25, 2020, and denied in error with error code 2502 and EOB code 2590 will be automatically reprocessed. A future remittance advice will report the results of the reprocessed claims.

Please note: When claims are reprocessed, please be aware that all system and clinical claim editor edits are applicable. As a result, there may be no additional payment, and other claim denials may be received. Providers have the right to appeal denied claims, including those denied upon reprocessing. Please refer to [Medicaid Services Manual Chapter 100](#) and the [Billing Manual](#) for information concerning the claim appeal process and time frames.