



October 13, 2026

Nevada Medicaid Web Announcement 4030

Error Code 769 Updated for Telehealth Originating and Distant Site

Nevada Medicaid would like to remind providers that according to the telehealth policy in the [Medicaid Services Manual \(MSM\) Chapter 3400, Telehealth](#): “a provider is not eligible for payment as both the originating and distant site for the same patient, same date of service.”

Effective October 12, 2026, error code 769 (Telehealth origin site not allowed on distant site) will deny claims that do not adhere to this policy. No claim will be reprocessed automatically as this is a go-forward update.