

September 9, 2024

Patient Protection Commission
Department of Health and Human Services (DHHS)
Director's Office
1000 North Division Street
Carson City, NV 89703
ppcinfo@dhhs.nv.gov

Re: Provider Recommendations to Improve Nevada Medicaid Billing

Dear Patient Protection Commission:

Maxim is a national provider of home healthcare, homecare, and additional in-home service options. We provide skilled nursing care in Nevada through two offices in Reno and Las Vegas, employ nearly 600 nurses, and serve 600 patients throughout the State. We specialize in private duty nursing (PDN) services or continuous skilled nursing care provided in the home for medically-complex and vulnerable pediatric and adult patient populations under Medicaid. Many of these patients require assistive technology such as ventilators and tracheostomies to sustain life. Maxim Healthcare also provides limited personal care services throughout the state.

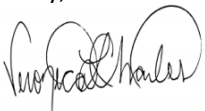
Thank you for the opportunity to provide feedback on Medicaid billing processes for Nevada Medicaid. We share the goal of improving the quality of patient care and access to PDN services in the state. In addition, we are grateful for the increased collaboration over the last two months, including effective one-on-one communication and resolution of several outstanding issues. We are eager for this trend to continue.

As you build out future processes, here are recommendations:

- **Increase customer service availability and options**, including:
 - An improved claims escalation process with access to a specialist for our business line,
 - Required response time within 48 to 72 hours,
 - Clear details on agendas for town hall invites or other provide group information,
 - Establish a regular cadence for one-on-one meeting opportunities to discuss issues in real time and resolve faster (such as our experience this summer).
- **Increase the timely filing requirement from 180 to 365 days.** These filings are common and often go beyond the 180-day limit, requiring extension paperwork. Eliminate that need by expanding the initial timeline.
- **Reenact the direct data entry option for Home health and PCS providers.** Currently, we submit claims through a specific EVV payer or ID, however, if the claim is rejected, we cannot make edits ("direct data entry") and resubmit (as we could previously). The ability to adjust existing claims is quick and effective and allowed in many other states, including Colorado.

We are eager to discuss these recommendations in more depth. Please contact us at vecharle@maxhealth.com with questions. Thank you again for the opportunity to provide comments.

Sincerely,

A handwritten signature in black ink, appearing to read "Veronica Charles".

Veronica Charles, MPA
Senior Director, Government Affairs

A handwritten signature in black ink, appearing to read "C. Morrison".

Catherine Morrison, MPH
Director, Government Affairs