



**April 23, 2025**

**Nevada Medicaid Web Announcement 3615**

## **Crisis Intervention Service Claims That Denied With Error Code 5695 Have Been Reprocessed**

Claims for procedure code H2011 (Crisis Intervention Service, per 15 minutes) were incorrectly denied with error code 5695 (3 occurrences allowed in 90 rolling days – PA override) when a related history claim was submitted with an approved prior authorization (PA). Error code 5695 has been updated in the Medicaid Management Information System (MMIS), and claims that match the above criteria will no longer deny with error code 5695.

The following provider types (PT) were impacted:

- 14 (Behavioral Health Outpatient Treatment)
- 17 (Special Clinics)
- 20 (Physician, M.D., Osteopath, D.O.)
- 24 (Advanced Practice Registered Nurses)
- 82 (Behavioral Health Rehabilitative Treatment)

**Note:** Providers are also reminded that they should not span date when submitting claims for code H2011. Each date that the service was performed must be submitted on its own detail line.

Claims for code H2011 with dates of service from April 1, 2023, to January 21, 2025, that have a related authorized history claim and denied with error code 5695 have been reprocessed automatically. Results of the reprocessed claims appear on the remittance advice date May 2, 2025.

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.