

Guidance for PRTF Complex Case Criteria

November 2, 2026

Dear Provider,

To align with Nevada Medicaid guidance and requirements for Psychiatric Residential Treatment Facility (PRTF) services, SilverSummit Healthplan is clarifying the documentation required at initial authorization. Effective December 1, 2026, providers must submit the completed Psychiatric Residential Treatment Facility Prior Authorization Request Form (FA-15) with every initial PRTF authorization request. The initial authorization packet must also include the Certificate of Need (CON) required under 42 CFR 441.152. These documents should be submitted together as part of the initial authorization packet.

For providers requesting the complex case rate, this change coincides with Nevada Medicaid guidance and the applicable Web Announcement to ensure complex case criteria are captured appropriately, and members have access to the higher level of supervision and support needed beyond the standard treatment milieu. Providers must complete the applicable complex case criteria on the FA-15 and submit the supporting clinical documentation outlined below.

When requesting the complex case rate:

- Members under age 9: Complete the Complex Case Criteria section of the FA-15 and check the first box indicating the member is under age 9.
- Members age 9 and older: Check the second box and all additional complex case criteria that apply. The FA-15 must summarize the rationale for the selected criteria. Providers should also submit supporting clinical documentation that substantiates the need for one-to-one staff support and/or additional services above and beyond the standard treatment milieu.

Thank you for your partnership in supporting Nevada youth with complex behavioral health needs.

Sincerely,

SilverSummit Healthplan