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DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF PUBLIC AND BEHAVIORAL HEALTH

**BUREAU OF BEHAVIORAL HEALTH WELLNESS AND PREVENTION**

**Management Memorandum 18-001**

DATE: June 8, 2018  
TO: All SAPTA-Funded Entities  
FROM: Kyle Devine, Bureau Chief  
SUBJECT: New Request for Reimbursement and Invoice Submission Procedure

**\*\*PLEASE REVIEW THESE NEW GUIDELINES CAREFULLY. FAILURE TO FOLLOW THE NEW GUIDELINES MAY CREATE UNNECESSARY DELAYS IN THE PAYMENT/REIMBURSEMENT PROCESS.\*\***

Effective July 1, 2018, the Bureau of Behavioral Health Wellness and Prevention (BHWP) is implementing a new tracking application to submit requests for reimbursement (RFRs) and invoices for all entities who are SAPTA-funded. The tracking system will streamline the submission process and track RFRs/invoices from submission to payment.

All SAPTA-funded entities requesting reimbursement shall submit a notification email to the "SAPTA Pay" (SAPTAPay@health.nv.gov) email address ***without attachments***. All required backup documentation shall be uploaded to a secure file transfer protocol (SFTP) site. The majority of SAPTA-funded entities have an SFTP folder created in which the RFR/invoice backup is to be uploaded. If an entity does not have an SFTP folder, contact Sara Weaver at srweaver@health.nv.gov or 775-684-4055. See Exhibit A for instructions to access the SFTP site.

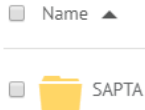
Please note, effective July 1, 2018, submissions will no longer be accepted via the MOT\_MM@health.nv.gov email address. Any RFRs/invoices submitted to this email address will be returned to the submitter to be resubmitted to the SAPTA Pay email address.

**EXCEPTIONS:**

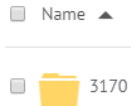
This procedure **does not** affect RFRs/invoices for those providers participating in the SAPTA HIV Testing Program. RFRs/invoices related to the SAPTA HIV Testing Program should be sent directly to Preston Tang at ptang@health.nv.gov.

This procedure **does not** affect submissions of quarterly programmatic reports as required by the Bureau. Quarterly programmatic reports should be submitted to the provider's assigned program analyst.

1. Sign in to the SFTP site (see Exhibit A). You will see the following folder:



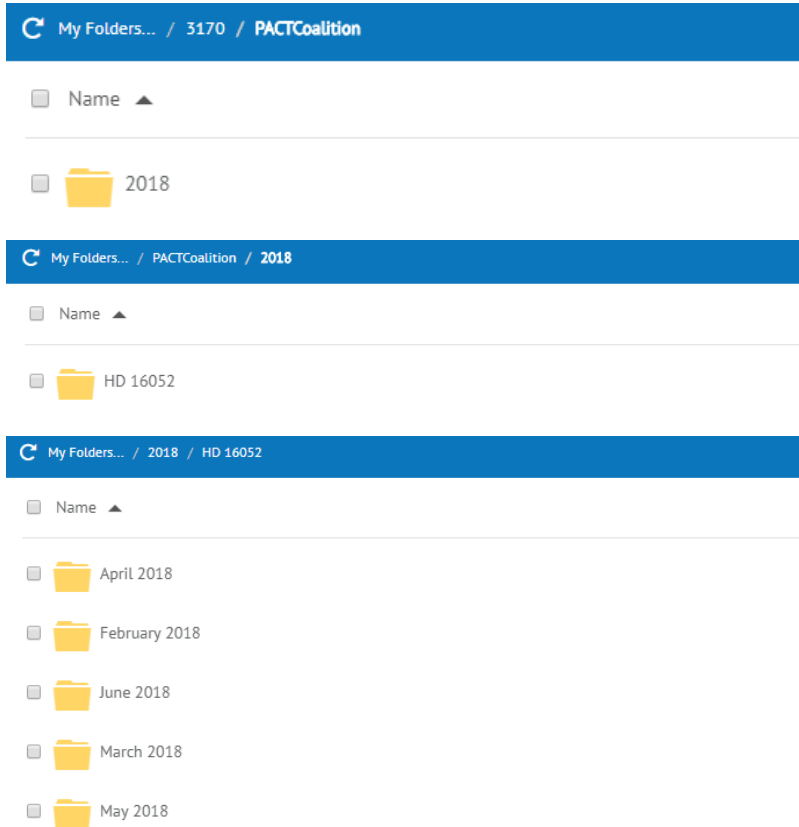
2. Click on SAPTA. You will see the following folder:



3. Click on 3170. Your entity's folder(s) will be displayed as this example shows:



4. Create subfolders under your entity's main folder as follows:



5. Upload the RFR/invoice backup to the entity's SFTP subfolder for the corresponding month.

**Note 1:** The SFTP folder is only accessible by the provider, designated provider staff, and SAPTA staff. This ensures that any personal information submitted is secure.

**Note 2:** In the event you do not remember your username and/or password, please contact our helpdesk at 775-684-5906. The helpdesk representative will reset your password.

6. Send an email to SAPTAPay@health.nv.gov. **DO NOT** attach the RFR/invoice backup to the email and **DO NOT** copy individuals on the email.

The subject line of the email must be in the convention as follows:

**RFR [Reporting Month and Year] HD # [Number] [Name of Organization]**

**Note 1:** Example subject line: **RFR May 2018 HD 16052 PACT Coalition**

**Note 2:** Failure to use the prescribed convention in the subject line of the email may result in a delay of payment.

**Note 3:** Submit only one email per submission related to a given subgrant. Any backup documentation attached to the email when submitting RFRs/invoices may result in a delay of payment.

7. Upon submission of the email to the SAPTA Pay email address, an auto-generated email message will be sent to the submitter. **DO NOT** reply to the auto-generated emails. This email will include the work order number generated by the tracking system. See Exhibits B and C.

**Note 1:** By replying to the auto-generated email, a new work order is created by the tracking system and may result in a delay in payment.

**Note 2:** BHWP is using the Division of Public and Behavioral Health's internal information technology helpdesk tracking application. Although a work order number is generated and included in the email, some of the information in the auto-generated email **will not** apply to external parties. Providers with concerns about their submission should contact their assigned program analyst. If you do not know who your assigned program analyst is, please contact Sara Weaver at srweaver@health.nv.gov or 775-684-4055.

8. Additional emails will be sent to the submitter by Bureau staff upon submission and closure of the work order. **DO NOT** reply to these emails. See Exhibit D.

Contact the assigned program analyst with any questions or concerns you may have.

**Note 1:** Closure of the work order means that the RFR/invoice has been processed in its entirety and payment will be made within five (5) business days.

If you have questions or concerns regarding this new procedure for submissions of RFRs/invoices, your primary point of contact is Sara Weaver (srweaver@health.nv.gov or 775-684-4055) and your secondary contact is J'Amie Frederick (jfrederick@health.nv.gov or 775-684-5967).

EXHIBIT A  
Procedure for Submission of Requests for Reimbursement and Invoices  
SFTP Access

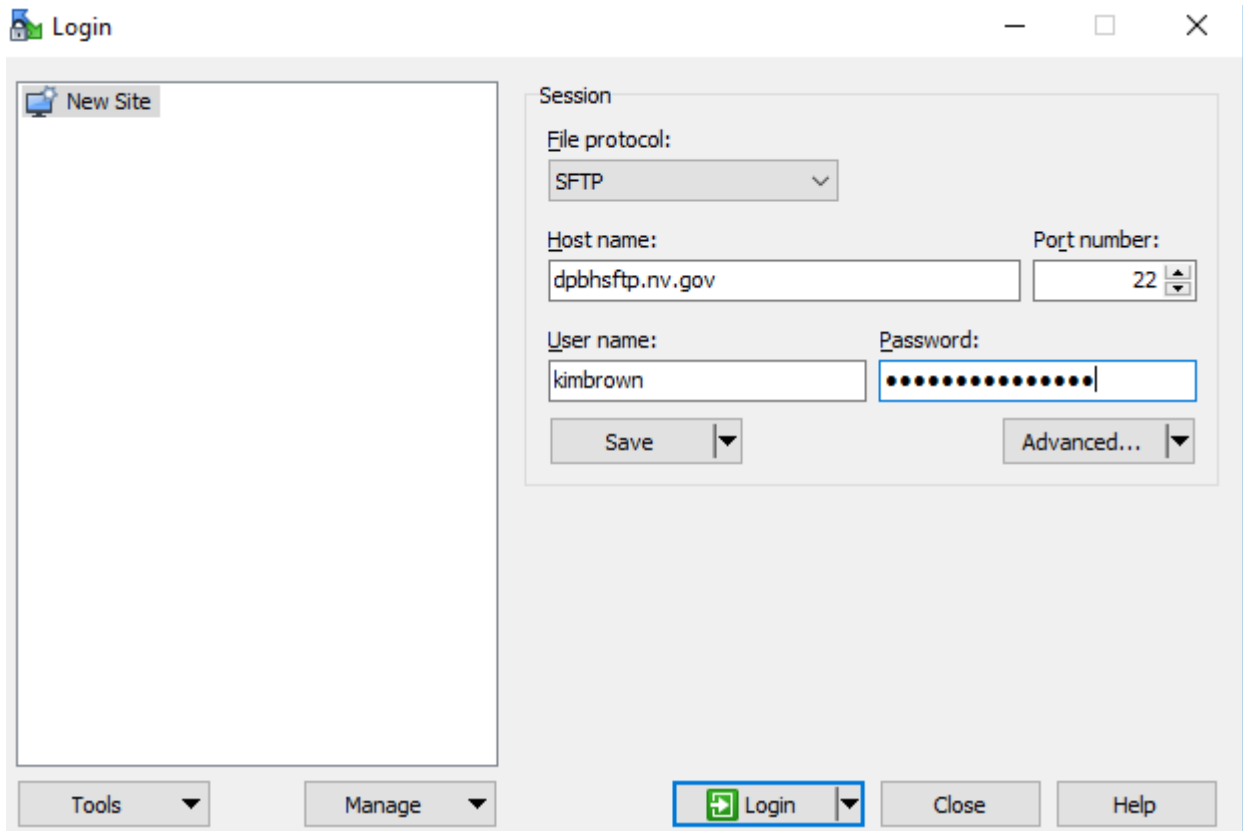
## State of Nevada Public & Behavioral Health SFTP Access

You can access the SFTP two ways.

Via our URL <https://dpbhsftp.nv.gov/EFTClient/Account/Login.htm>

or

Install SFTP client (example WINSCP or FileZilla) dpbhsftp.nv.gov (Host Name) with (port) 22

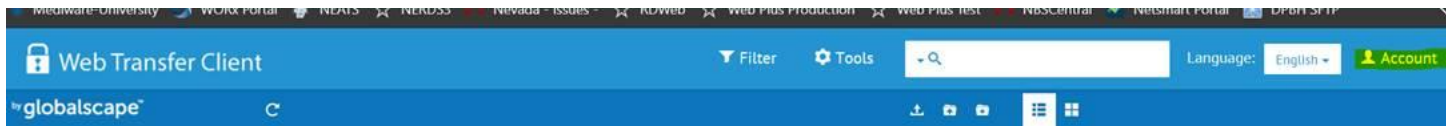


A username will be emailed to you & instructions on how to get to the folder. Passwords will be emailed in a separate email for Security Reasons.

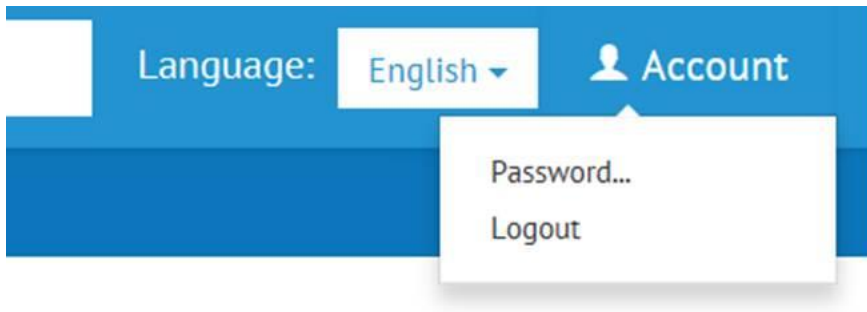
EXHIBIT A  
Procedure for Submission of Requests for Reimbursement and Invoices  
SFTP Access

Password change Instructions:

Once you **sign in** click on **Account**



Click on **password**

A screenshot of a 'Change Password' dialog box. The dialog has a blue header with the title 'Change Password' and a close button. Below the header are three input fields: 'Old Password:', 'New Password:', and 'Confirm Password:'. At the bottom right, there are two buttons: 'Cancel' and 'OK'.

Please make note:

Passwords for State users expire every 90 days

Passwords for Non-State users expire every 30 days

To Upload Folder click highlighted button.

EXHIBIT A  
Procedure for Submission of Requests for Reimbursement and Invoices  
SFTP Access



To Upload Files click highlighted button



To Create New Folder click highlighted button



**EXHIBIT B**  
Procedure for Submission of Requests for Reimbursement and Invoices  
Example Initial Work Order Email

**Sara R. Weaver**

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**From:** Health Helpdesk  
**Sent:** Wednesday, December 20, 2017 1:13 PM  
**To:** Sara R. Weaver  
**Subject:** New Work Order 121420, Suspected Spam  
**Attachments:** New Info\_ Final Rule for User Fees for the e-Manifest System.em!; image001Jpg; image002Jpg

\*\*\*\*\* Reply to this email to append information to [[W0#121420]] \*\*\*\*\*

Dear Sara R. Weaver,

Your request for assistance regarding Suspected Spam has been received and has been logged as Work Order number 121420 and assigned to Anthony Blue.

If you need immediate assistance with the issue, please call the appropriate Help Desk below and reference the above work order.

The Self-Service site can be used anytime to create/modify/cancel your own IT Work Orders. The link is: <http://dhhsid101.dhhs-ad.state.nv.us/TrackWebHD/selfservice/login>. Use the same username and password you use to log into your computer to access the site.

Thank you.

PBH OIT Support Staff PBH Avatar Support Staff  
[healthsupport@health.nv.gov](mailto:healthsupport@health.nv.gov) [pbhavatar@health.nv.gov](mailto:pbhavatar@health.nv.gov)  
702.486.3699 or 775.684.5906 775.688.0444

This message and accompanying documents are covered by the electronic Communications Privacy Act, 18 U.S.C. §§ 2510-2521, may be covered by the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and may contain confidential information or Protected Health Information intended for the specified individual(s) only. If you are not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error and that any review, dissemination, copying, or the taking of any action based on the contents of this information is strictly prohibited. Violations may result in administrative, civil, or criminal penalties. If you have received this communication in error, please notify sender immediately by e-mail, and delete the message.

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[Click on this link to submit additional information related to this Work Order.](#)

[Click on this link to request an updated status for this Work Order.](#)

[Click on this link to request an updated status for all of your recent Work Orders.](#)

EXHIBIT C  
Procedure for Submission of Requests for Reimbursement and Invoices  
Example Closure of Work Order Email

**Sara R. Weaver**

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**From:** Health Helpdesk  
**Sent:** Wednesday, December 20, 2017 2:01 PM  
**To:** Sara R. Weaver  
**Subject:** Work Order 121420 Closed, Suspected Spam  
**Attachments:** New Info\_ Final Rule for User Fees for th e e-Manif est System.em!

..... Reply to this email to append information to [[W0#121420]] ""\*\*\*\*

Dear Sara R. Weaver,

Work order number 121420, for Suspected Spam, has been closed on Wednesday, December 20, 2017 1:56:05 PM by Anthony Blue.

The solution to the issue was:

Wednesday, December 20, 2017 1:56:05 PM by Anthony Blue Information Provided User properly deleted email

Please contact the Help Desk if you have any questions or need to re-open your work order.

Self-Service Site can be used to review/create/modify/cancel any IT Work Orders.

<http://dhhsid101.dhhs-ad.state.nv.us/TrackItWebHD/selfservice/login>

Thank you.

PBH OIT Support Staff PBH Avatar Support Staff  
[healthsupport@health.nv.gov](mailto:healthsupport@health.nv.gov) [pbhavatar@health.nv.gov](mailto:pbhavatar@health.nv.gov)  
702.486.3699 or 775.684.5906 775.688.0444

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[Click on this link to submit additional information related to this Work Order.](#)

[Click on this link to request an updated status for this Work Order.](#)

[Click on this link to request an updated status for all of your recent Work Orders.](#)



EXHIBIT D  
Procedure for Submission of Requests for Reimbursement and Invoices  
Example Additional Bureau Emails

**Message to organizations when an email is sent to [SAPTAPay@health.nv.gov](mailto:SAPTAPay@health.nv.gov):**

**\*\*DO NOT REPLY TO THIS EMAIL\*\***

We are in receipt of your submission and it has been logged as Work Order number XXXXXX.

If your submission includes all required information, processing will be completed within 30 days.

The Division has the authority to ask for additional supporting documentation at any time and the information must be provided to Division staff within 10 business days of the request.

If you have questions regarding your submission, please contact your assigned Program Analyst and reference the Work Order number in this email.

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**Message to organizations when the ticket is closed:**

**\*\*DO NOT REPLY TO THIS EMAIL\*\***

Work Order number XXXXXX has been closed by [name of staffer]. You should expect to see reimbursement within 5 business days.

If you have questions regarding your reimbursement, please contact your assigned Program Analyst and reference the Work Order number in this email.

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