State of Nevada

Office of the Governor

Consumer Health Assistance

Bureau for Hospital Patients

Valerie M. Rosalin, RN, BSN, MS, CPUR
Director

EXHIBIT L  Health Care
Document consists of 28 slides
☑ Entire document provided.

A copy of the complete document is available through the Research Library (775/684-6827 or e-mail library@lcb.state.nv.us). Mtg. Date: March 15, 2006
Established 1999 Legislature

- Senate Bill 37  Worker’s Compensation
- Placed under Governor’s Office
  NRS  223.500
- Nevada consumer advocacy
Office of the Governor
Consumer Health Assistance

July 2001

Senate Bill 573

Transferred OHP
Bureau for Hospital Patients

Hospital Billing Issues
Jurisdiction: Final Determination
Office of the Governor
Consumer Health Assistance

2003 Legislation
Assembly Bill 236
Nevada Prescription Help Desk

RxHelp4NV.org
Office of the Governor
Consumer Health Assistance

2003 Legislation introduced AB79

EXTERNAL REVIEW
Certified by Division of Insurance
Effective July 1, 2004

Jurisdiction: Final Determination
AB 155 (NRS 449.730)

Requires all Nevada Hospitals to have GovCHA’s service and contact information on all Admission and Discharge forms.

Post discount policy for uninsured.
Office of the Governor
Consumer Health Assistance

2005 Legislation Senate Bill 126

Requires DIR to include GovCHA’s service and contact information on any notice or forms to the injured employee.
(C1-C3 NRS 616.460)

DIR website

Required D1 Poster
Office of the Governor
Consumer Health Assistance

2005 Legislation

Senate Bill 5 Special session
(NRS 639.2328 NRS 223.510)

Canadian Drug Importation
Office of the Governor
Consumer Health Assistance
Mission

To allow all Nevadans access to the information they need regarding their health care concerns. To assist consumers and injured employees in understanding their rights and responsibilities under various health care plans and policies of industrial insurance.
The Governor's Office for Consumer Health Assistance was established to provide a single point of contact for consumers and injured workers to assist them in understanding their Patient Rights and Responsibilities under Nevada law and health care plans, including industrial insurance policies. The Office is dedicated to providing assistance through information, counseling, education, and advocacy.
Office of the Governor
Consumer Health Assistance

Four Quality Assurance Specialists
Managed Care-Insured
Medicaid – Uninsured
Workers Compensation
Hospital Billing

Robert Chiascione, MD
Medical Advisor
Complex Medical Reviews
Office of the Governor
Consumer Health Assistance

FUNDING SOURCES

- 53%  GENERAL BUDGET
- 26 %  WORKERS COMP ASSESSMENT
- 19 %  HOSPITAL ASSESSMENTS
- 3 %  MEDICAID
Confidentiality

- Request for Assistance
- Consent for the Release of Confidential Information

HIPAA – Civil Rights
Office of the Governor
Consumer Health Assistance
Issue Flow Chart

Consumer contacts GOVCHA
CTA completed by CHAR

CHAR makes CTA log
Assignments made next AM
**Urgent issues are handled immediately

GOVCHA consent letter and forms sent to Consumer
Paper file created -- sent to QAS same day

QAS contacts consumer within
1 day of receiving assignment
Provides QAS name and phone number

Clarify issue with consumer

Request Policy / Medical Card
Pertinent documents

Consult with
Health Plan,
W/C, Providers
(case specific)

GOVCHA Consent - Release
received by QAS
prior to contacting
providers/ facility

Consult with Regulatory Agency
DOI - AG - DIR - Licence and Certification
Medical Advisor
as needed

Goal:
Achieve resolve within
30-60 days
CONSUMER REFERRAL SOURCES

Medical Community
Friend, Family, Co-worker
Trade Associations
NAIWI/Attorney
Division of Insurance
Other
Governor’s Office
State Agencies
Local Agencies
Other
Federal Agencies
Newspapers, Radio, PSA’s, etc.

Office of the Governor
Consumer Health Assistance
South – Clark County
North – Washoe, Carson City and Douglas Counties
Out of state

Requests by Consumer Location

TOTAL YEAR 2005: 2,712
Office of the Governor
Consumer Health Assistance

TOTAL NUMBER OF INQUIRIES: 2,712

Consumer/Provider/Researched Health Assistance Inquiries
ISSUE TYPES:

BENEFITS:
- Coverage
- Exclusions
- Pre-existing
- Investigational
- Denials
- Appeal Process
- Uninsured
- Prescription Meds

BILLING:
- Provider
- Hospital

QUALITY OF CARE: SERVICES

ACCESS TO CARE

WORKER’S COMPENSATION
Issue Types:

- Benefits
- Uninsured
- Hospital Patients
- Billing
- Workers' Comp
- Provider
- General
- Dental
- Facility
- Other

TOTAL YEAR 2005: 2,712

Request for Assistance Issues
Office of the Governor
Consumer Health Assistance

Workers’ Compensation Analysis

52% Medical

48% Benefit
Office of the Governor
Consumer Health Assistance

2005 Statistics

Consumer Calls: 4,031

Cases: 2,712

Worker’s Comp: 218

Seniors: 1,360
Office of the Governor
Consumer Health Assistance

Disposition / Resolution

*GovCHA forms or required documents not returned
Office of the Governor  
Consumer Health Assistance  
Consumer Savings *

<table>
<thead>
<tr>
<th>Year</th>
<th>Savings</th>
</tr>
</thead>
<tbody>
<tr>
<td>CY 2000</td>
<td>$327,423</td>
</tr>
<tr>
<td>CY 2001</td>
<td>$1,208,702</td>
</tr>
<tr>
<td>CY 2002</td>
<td>$1,035,094</td>
</tr>
<tr>
<td>CY 2003</td>
<td>$3,358,300</td>
</tr>
<tr>
<td>CY 2004</td>
<td>$2,033,933</td>
</tr>
<tr>
<td>CY 2005</td>
<td>$8,260,207</td>
</tr>
</tbody>
</table>

**CUMULATIVE TOTAL**  $16,223,659

* Consumer out of pocket savings  
** Other Tangible Benefits
Office of the Governor
Consumer Health Assistance

External Reviews

Seven Certified ERO

Expedited – Monthly Rotation

Standard Rotation List

<table>
<thead>
<tr>
<th>EXTERNAL REVIEWS</th>
<th>DENIAL OVERTURNED</th>
<th>DENIAL UPHELD</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>4</td>
<td>9</td>
</tr>
</tbody>
</table>
Office of the Governor
Consumer Health Assistance

REPORTS

Governor
Legislative Counsel Bureau
Annually February 1

Individual Health Plans
Regulatory Agencies
Quality Monitoring

Quality Improvement, review and monitoring are determined by results of consumer surveys.

Quality Indicators periodically reviewed.

96% approval rate
Office of the Governor
Consumer Health Assistance

WEB SITE:  http://govcha.state.nv.us

E-mail address :  cha@govcha.state.nv.us

English and Spanish
Office of the Governor

Consumer Health Assistance

Location:

Grant Sawyer Building
555 E. Washington Ave., Suite 4800
Las Vegas, NV 89101
702-486-3587  Fax: 702-486-3586
1-888-333-1597