

State of Nevada



Governor's Office

Consumer Health Assistance

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Director

Exhibit N - Senior Citizens and Veterans
Document consists of 21 pages.
Entire Exhibit Provided.
Meeting Date: 12-11-07

Governor' Office

Consumer Health Assistance



Established 1999 Legislature

- Senate Bill 37 Worker's Compensation
- Placed under Governor's Office
NRS 223.500
- Nevada consumer advocacy

Governor' Office



Consumer Health Assistance

July 2001

Senate Bill 573

Transferred OHP

Bureau for Hospital Patients

Hospital Billing Issues

Jurisdiction: Final Determination

Governor's Office Consumer Health Assistance



2003 Legislation

Assembly Bill 236

Nevada Prescription Help Desk

RxHelp4NV.org

Governor's Office



Consumer Health Assistance

2003 Legislation introduced AB79

EXTERNAL REVIEW

Certified by Division of Insurance

Effective July 1, 2004

Jurisdiction: Final Determination

Governor's Office



Consumer Health Assistance

2005 73rd Legislative Session

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.

Governor's Office



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

Governor's Office



Consumer Health Assistance

2005 Legislation

Senate Bill 5 Special session

(NRS 639.2328 NRS 223.510)

Canadian Drug Importation

Governor's Office

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.

Governor's Office

Consumer Health Assistance



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.

Governor's Office

Consumer Health Assistance



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

Robert Chiascione, MD
Medical Advisor
Complex Medical Reviews

Governor's Office



Consumer Health Assistance

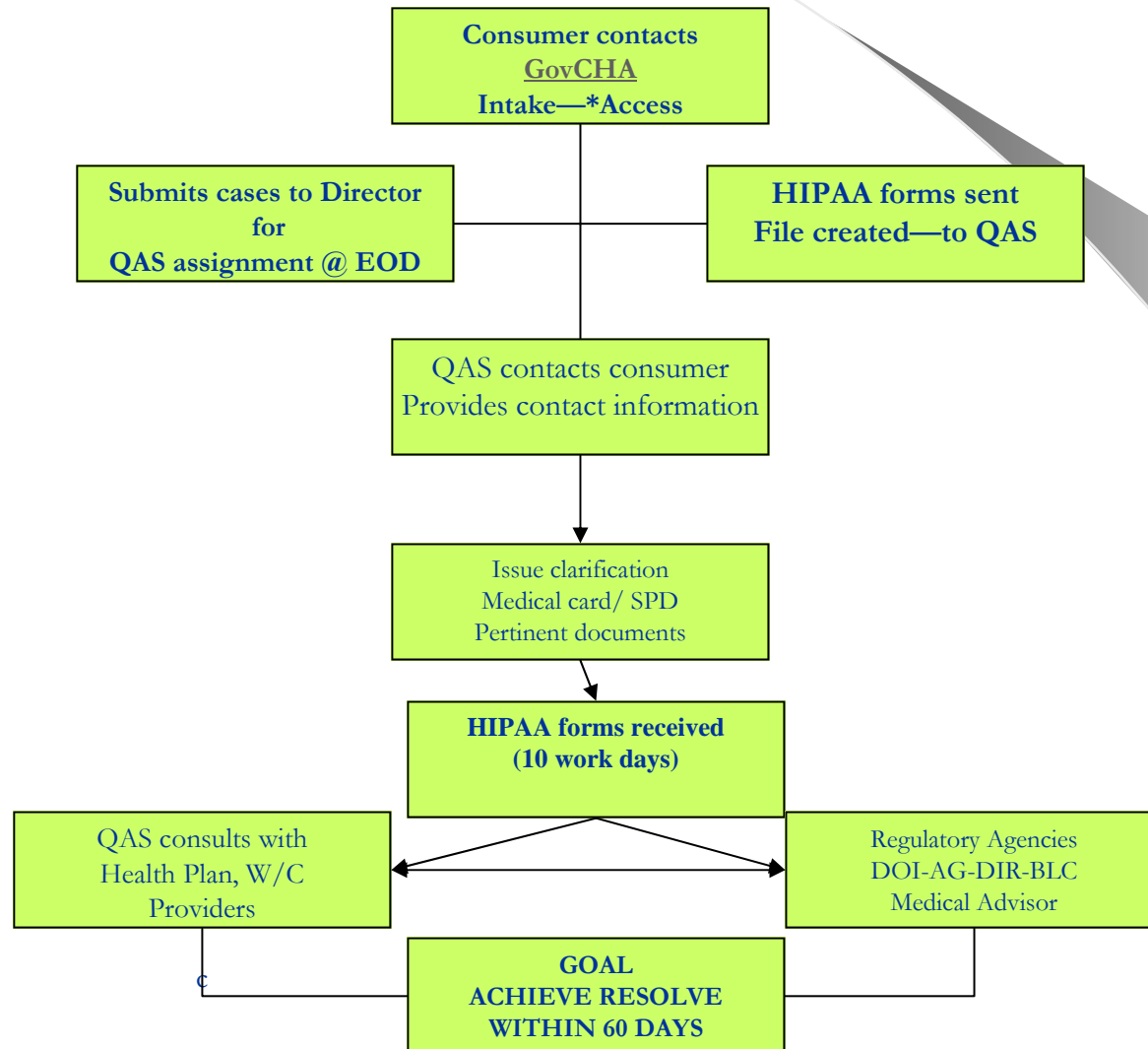
Confidentiality

- **Request for Assistance**
- **Consent for the
Release of Confidential Information
HIPAA – Civil Rights**

Governor's Office

Consumer Health Assistance

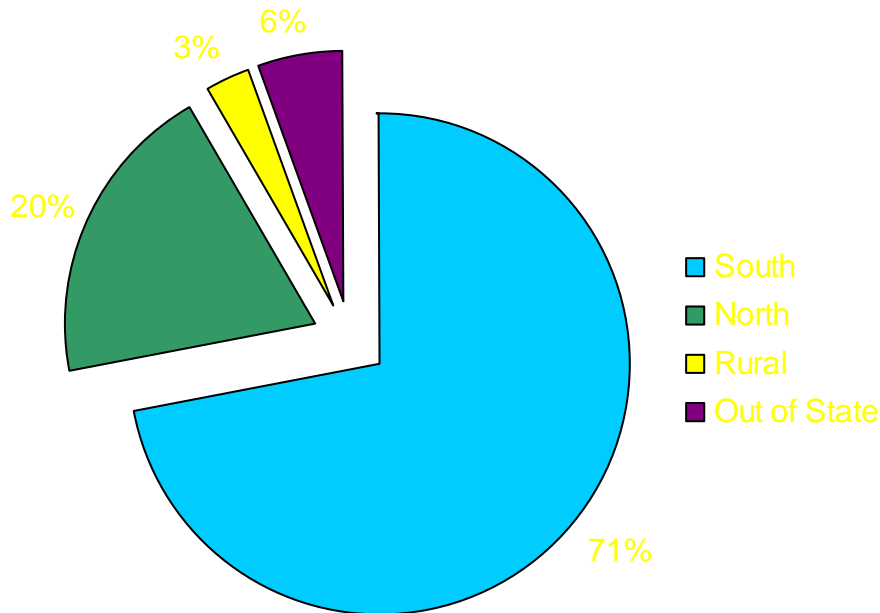
Issue Flow Chart



Governors Office



Consumer Health Assistance



TOTAL YEAR 2006: 3,849

South – Clark County

North – Washoe, Carson City and Douglas Counties

Rural – Elko, Churchill, Lyon, Nye, Mineral, Storey, Humboldt, Pershing, Eureka, Lander, Lincoln, Esmeralda and White Pine Counties

Out of state

Requests by Consumer Location



ISSUE TYPES:

BENEFITS:

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

BILLING:

- Provider
- Hospital

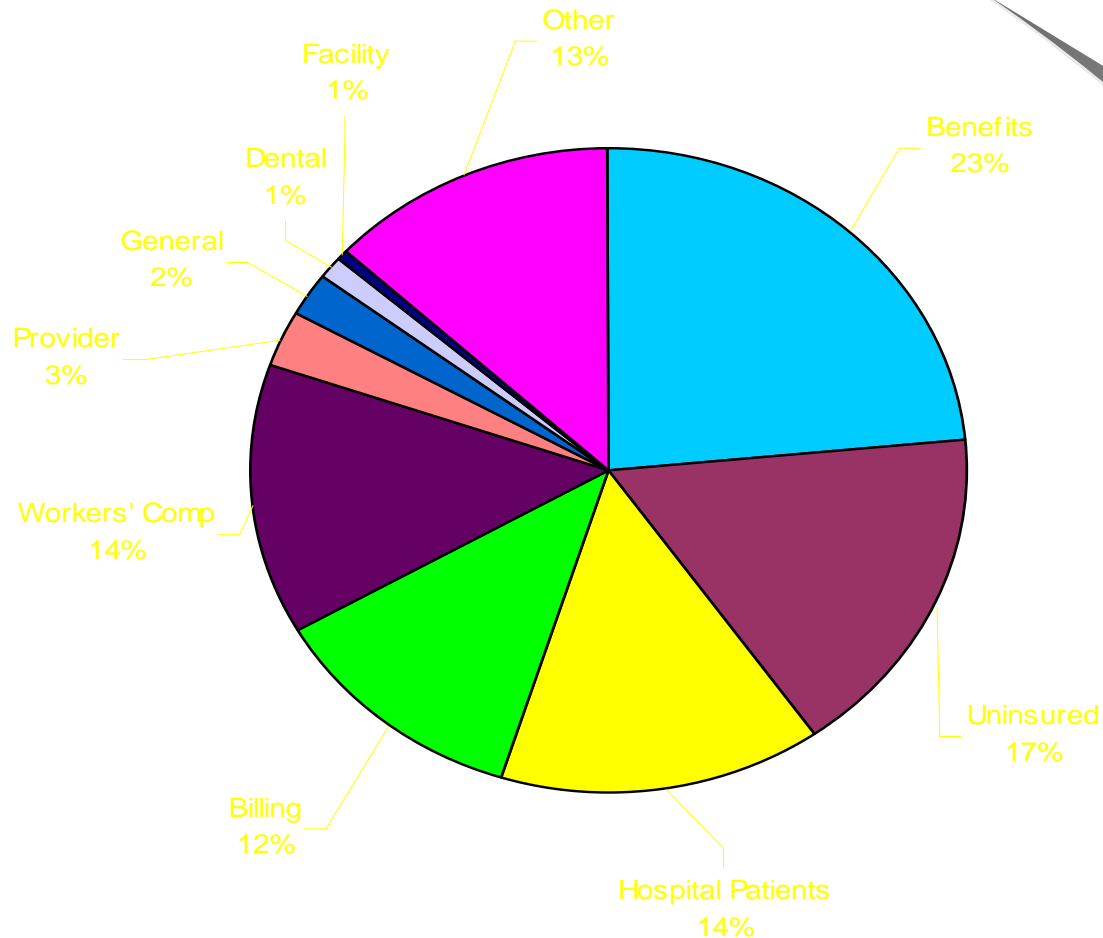
QUALITY OF CARE: SERVICES

ACCESS TO CARE

WORKER'S COMPENSATION

Governor's Office

Consumer Health Assistance



Issue Types:

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

TOTAL YEAR 2006: 3,849

Request for Assistance Issues

Governor's Office

Consumer Health Assistance



2006 Statistics

Consumer Calls : 4,822

Cases: 3,849

Worker's Comp: 560

Seniors: 1,404

Governor's Office



Consumer Health Assistance

Consumer Savings *

CY 2000	\$327,423
CY 2001	\$1,208,702
CY 2002	\$1,035,094
CY 2003	\$3,358,300
CY 2004	\$2,033,933
CY 2005	\$8,260,207
CY 2006	\$7,031,285

CUMULATIVE TOTAL \$23,224,945

* Consumer out of pocket savings

** Other Tangible Benefits

Governor's Office
Consumer Health Assistance
REPORTS



Governor
Legislative Counsel Bureau
Annually February 1

Posted on website



Governor's Office Consumer Health Assistance

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

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



English and Spanish



Governor's Office

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