

State of Nevada



Office of the Governor

Consumer Health Assistance Bureau for Hospital Patients

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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

Office of the Governor

Consumer Health Assistance



✱ 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

Office of the Governor



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.

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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

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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.

Office of the Governor

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.

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**

Office of the Governor

Consumer Health Assistance



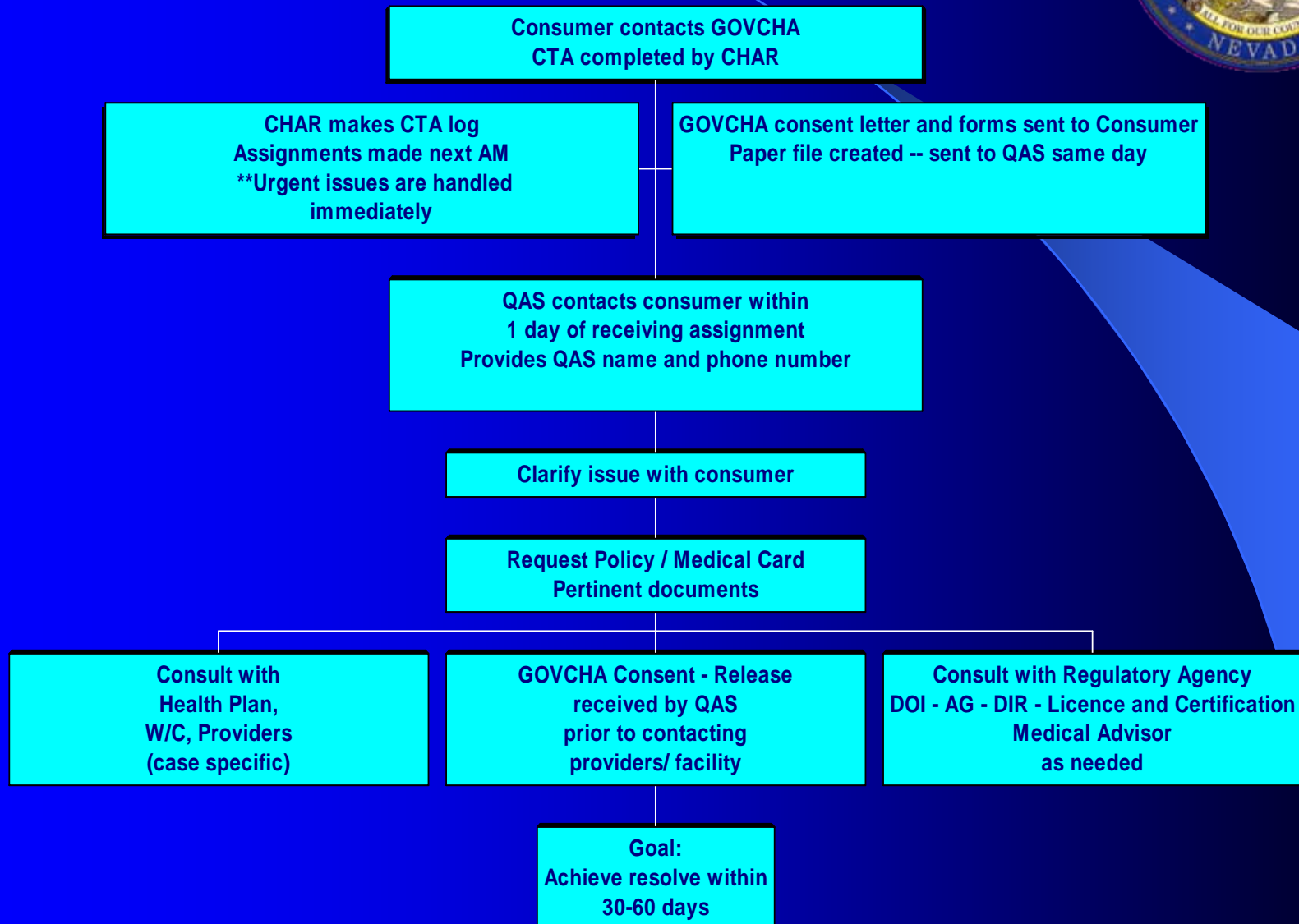
Confidentiality

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

Office of the Governor

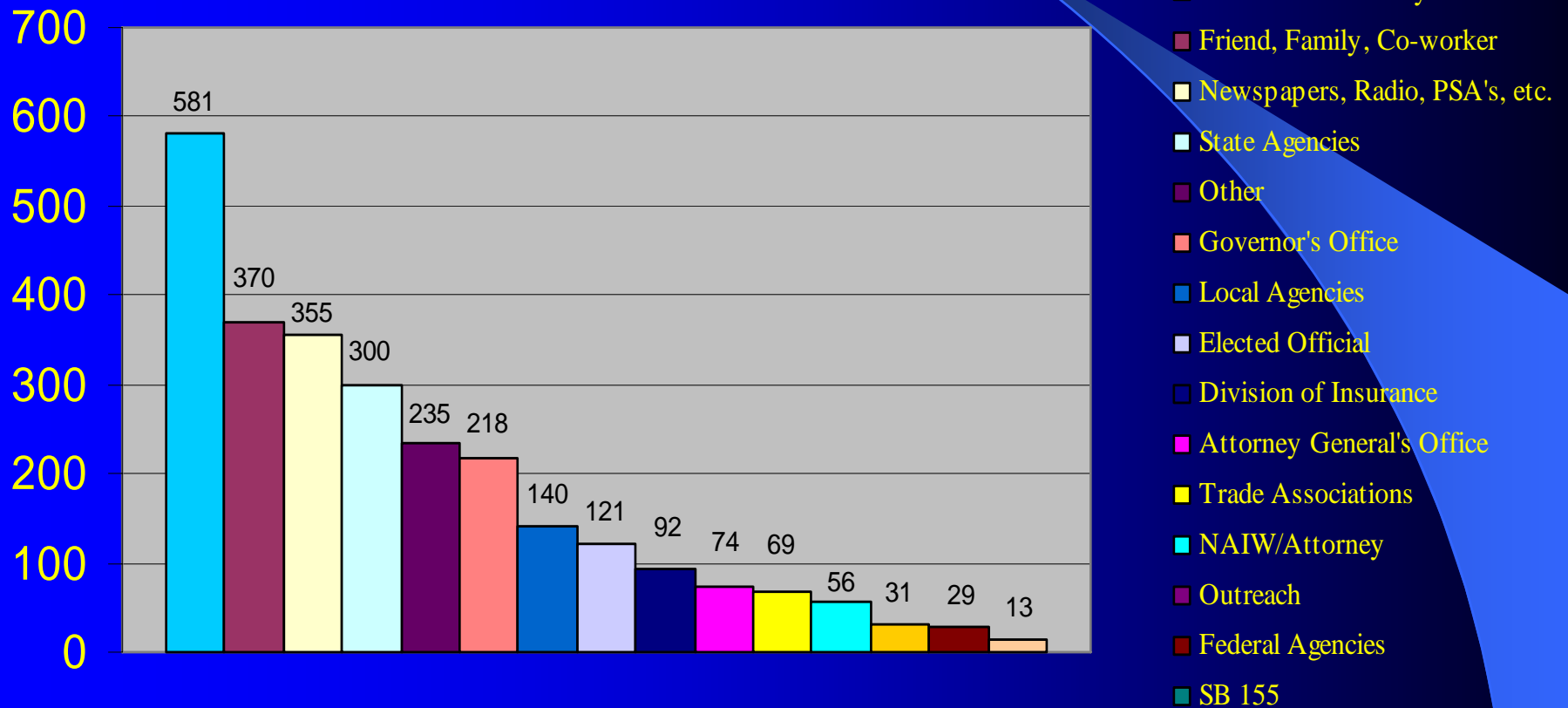
Consumer Health Assistance

Issue Flow Chart



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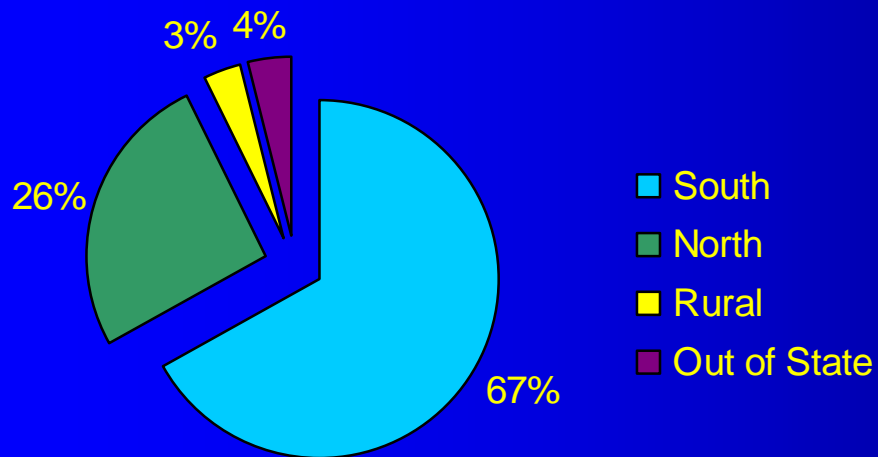
Consumer Health Assistance



CONSUMER REFERRAL SOURCES

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Consumer Health Assistance



TOTAL YEAR 2005: 2,712

South – Clark County

North – Washoe, Carson City and Douglas Counties

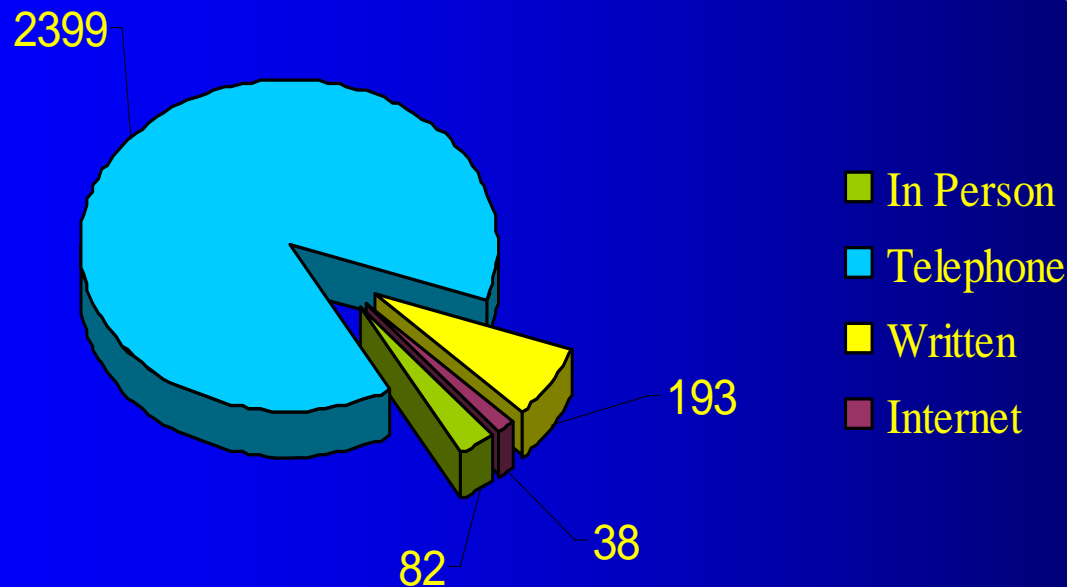
Rural – Elko, Churchill, Lyon, Nye, Mineral, Storey, Humboldt, Pershing, Eureka, Lander, Lincoln, Esmeralda and White Pine Counties

Out of state

Requests by Consumer Location

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

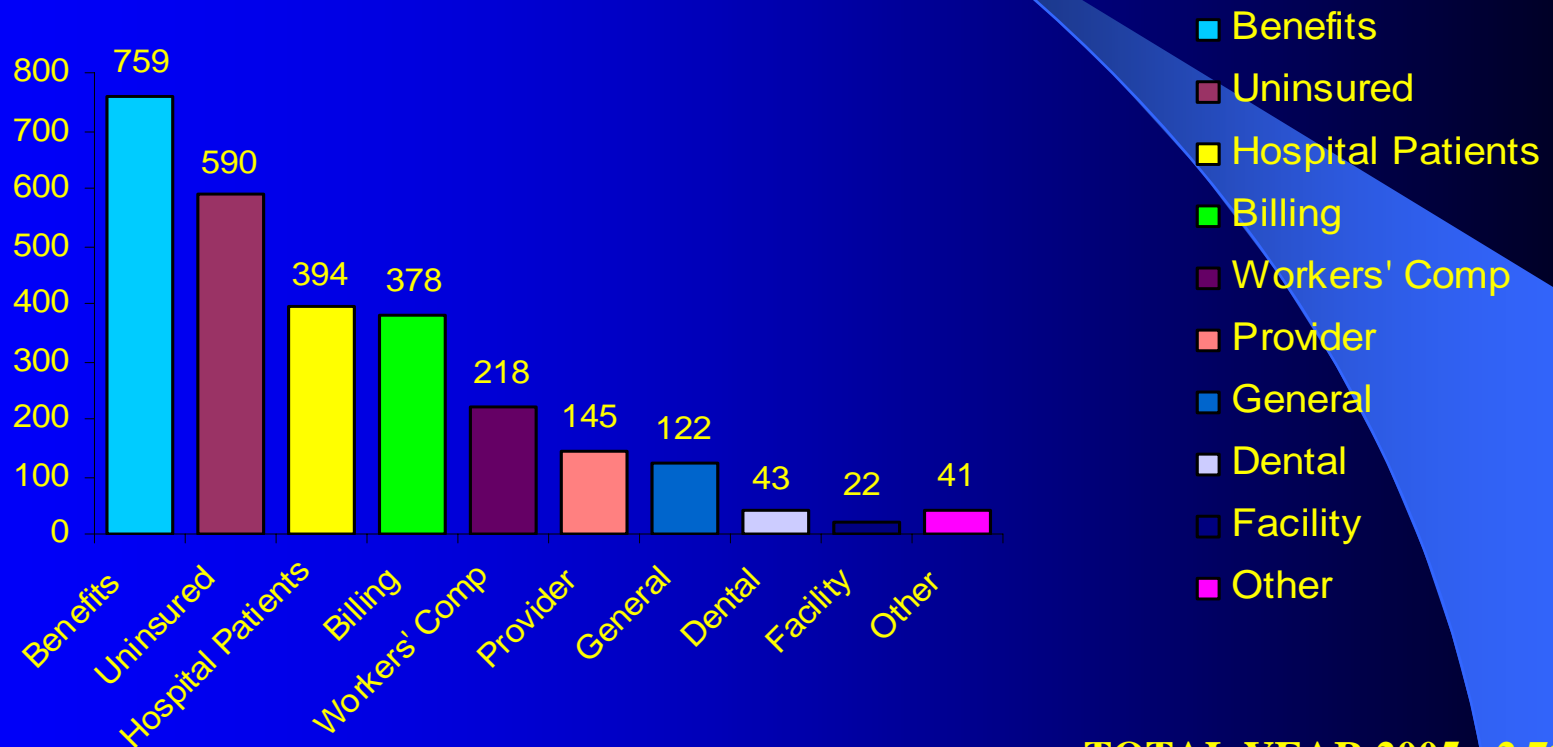
WORKER'S COMPENSATION

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Consumer Health Assistance



Issue Types:

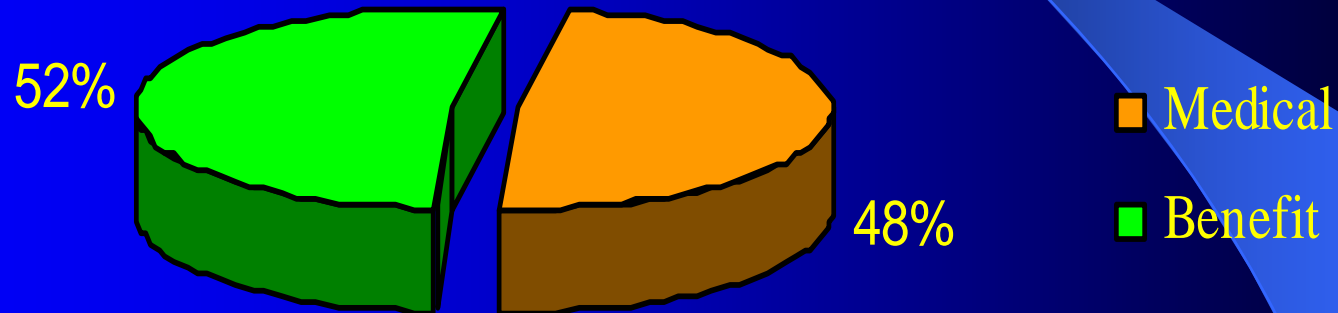


TOTAL YEAR 2005: 2,712

Request for Assistance Issues

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Workers' Compensation Analysis

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Consumer Health Assistance



2005 Statistics

Consumer Calls : 4,031

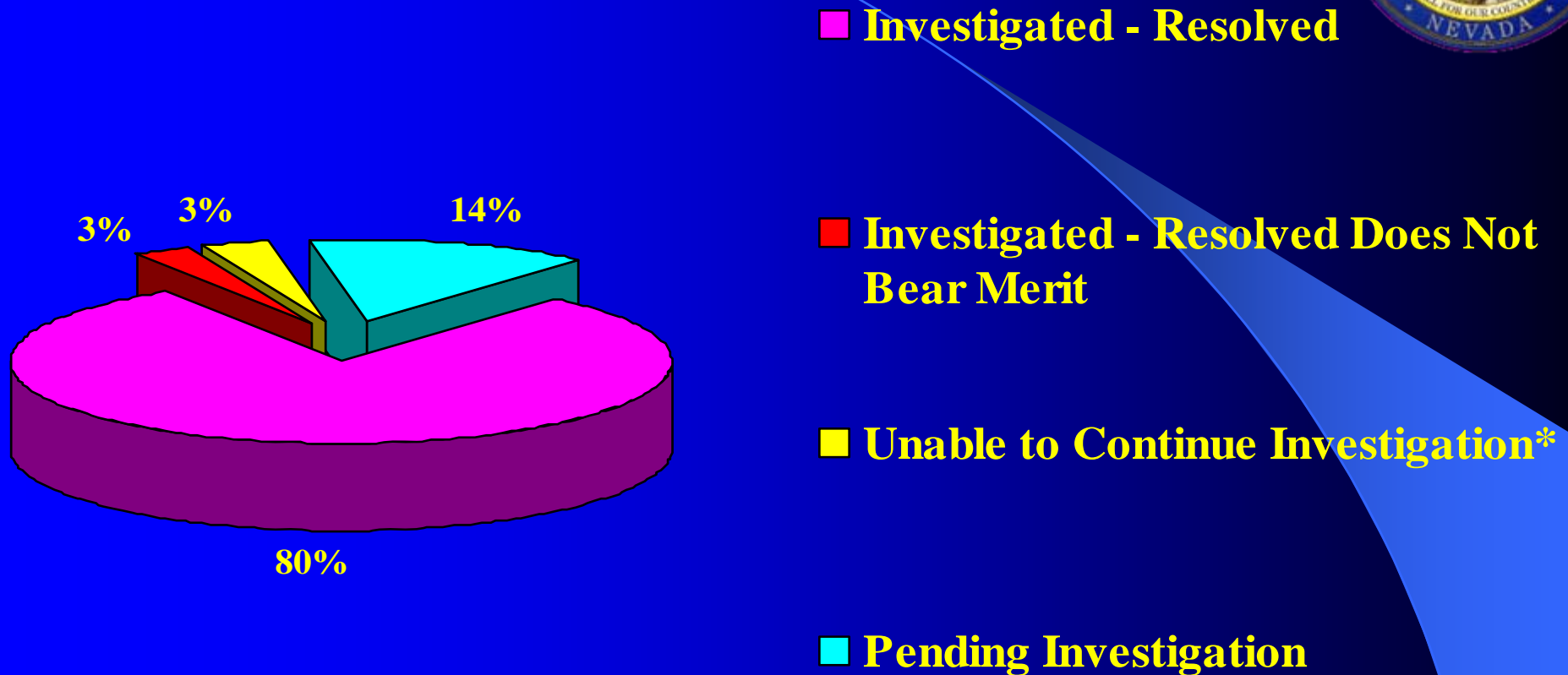
Cases: 2,712

Worker's Comp: 218

Seniors: 1,360

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Disposition / Resolution

*GovCHA forms or required documents not returned



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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 |

CUMULATIVE TOTAL \$16,223,659

* Consumer out of pocket savings

** Other Tangible Benefits

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Consumer Health Assistance



External Reviews

Seven Certified ERO

Expedited – Monthly Rotation

Standard Rotation List

| EXTERNAL REVIEWS | DENIAL OVERTURNED | DENIAL UPHELD |
|-----------------------------|------------------------------|----------------------|
| 13 | 4 | 9 |

Office of the Governor Consumer Health Assistance REPORTS



**Governor
Legislative Counsel Bureau
Annually February 1**

**Individual Health Plans
Regulatory Agencies**

Office of the Governor

Consumer Health Assistance



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