

HOW CAN WE HELP YOU?

We'll give you information about:

- * WHICH FORMS TO COMPLETE
- * NAME OF THE INSURER OR THIRD-PARTY ADMINISTRATOR
- * WORKERS' COMPENSATION PROCESS IN NEVADA
- * DISABILITY BENEFITS THAT MAY BE AVAILABLE TO YOU
- * MEDICAL BENEFITS
- * ASSISTANCE APPEALING A CLAIM

The Office of Consumer Health Assistance can also help you with:

- * Hospital Bills
- * Medical Bills
- * Prescription Needs
- * Medical Benefits
- * Appealing Claim Denials
- * Assistance for the Uninsured



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State of Nevada

Office of Consumer Health Assistance

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INJURED WORKERS' GUIDE TO:

Workers' Compensation In Nevada



Published by:

**STATE OF NEVADA
Office of
Consumer Health Assistance**

Governor's Consumer Health Advocate
Bureau for Hospital Patients
Office of Minority Health

I've been injured on the job. What do I do now?

- Report the injury to your supervisor immediately (or at least within 7 days), even if you do not need medical attention.
- If the injury is serious, call 911. Otherwise, report to the contracted medical provider for treatment. (within 90 days) **(NRS616C.020)**
- Complete the C-1 form, "Notice of Injury or Occupational Disease" provided by the employer. **(NRS616C.015)**
- At the medical facility, be sure to let the staff know your injury is work-related. You will be asked to complete the top half of the C-4 form, "Employee's Claim for Compensation Report of Initial Treatment". This begins the workers' compensation claim process. The treating physician will complete the bottom portion of the form and will send it to the insurance carrier or third-party administrator or TPA within 3 days. **(NRS 616C.040)**
- You will receive a determination letter from the insurer or TPA within 30 days advising you if your claim has been accepted or denied. If the treating physician releases you back to work with restrictions, contact your employer and ask if light or modified duty is available.

- If no light/modified work is available or, if the treating physician certifies that you cannot return to work until you recover from the injury, you may be eligible to receive Total Temporary Disability (TTD) benefits to assist you financially until you are able to return to work. **(NRS-16C.475)**

During your recovery, it is important to follow the instructions of your claims adjuster so that your benefits are not jeopardized. If you have a concern about your claim or the medical treatment you are receiving, discuss the matter with your adjuster. If the issue is not resolved, contact The Office of Consumer Health Assistance for help.

What should I do if my claim has been denied?

You should appeal the denial. You will receive a "Notice of Claim Denial" letter from the insurance company, there is a 70 day time limit from the date of that letter to file a Hearing Request Form with the **State of Nevada's Department of Administration Hearings Division:**

NORTHERN NEVADA

1050 E. Williams St., Suite 400
Carson City, NV 89701

SOUTHERN NEVADA

2200 S. Rancho Dr., Suite 210
Las Vegas, NV 89102

<http://hearings.state.nv.us/>

How do I find out where to go for medical treatment if I am injured?

Ask your employer or locate the D-1 poster at your work site. The poster is easily identified by the word "**ATTENTION**" printed across the top. The poster describes your rights and responsibilities under Nevada Workers' Compensation law and the steps you should take to get your claim started. At the bottom of the poster you will find information regarding the insurance company and the contracted medical Provider.

If you are unable to locate this information please contact the **Office of Consumer Health Assistance, or the Division of Industrial Relations.**

Office of Consumer Health Assistance

Monday through Friday
8:00a.m. – 5:00p.m.

(702) 486-3587 or (888) 333-1597

Division of Industrial Relations

Monday through Friday
8:00a.m. – 5:00p.m.

Las Vegas/Henderson (702) 486-9080
Northern Nevada residents
(775) 684-7270.