

CapTech®



## CARDS

(Claims and Regulatory Data System)

# External System User Manual

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Others Talk,  
We Listen.

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## External Portal Overview

### Definition

The CARDS application includes a portal for External Administrators and Users to manage data and process claims. External Users must be authorized personnel of registered Insurers and licensed TPAs in the State of Nevada. Each Insurer or TPA must have an External Administrator setup to facilitate the setup and authorization of other External Users.

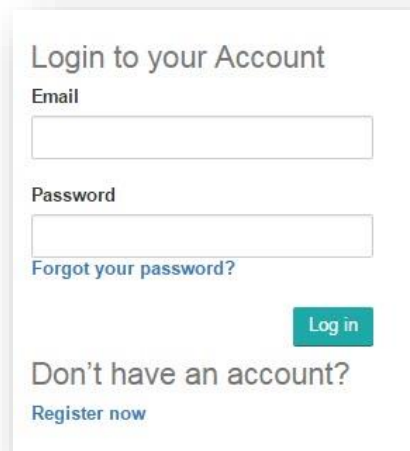
### Permissions

The External Admin is the only user that has permissions to add new External Users for that Insurer or TPA and can grant or revoke privileges of those External Users. External Administrators can only be setup by state employees once requested by authorized personnel of the Insurer or TPA.

## Registration Page

### Definition

The first step required to be setup as an External User is to Register on the CARDS External Portal. The Home Page of the CARDS External Portal has a link titled 'Register Now' which will direct you to the CARDS Registration Page.



The screenshot shows a login form titled "Login to your Account". It contains two input fields: "Email" and "Password". Below the password field is a link for "Forgot your password?". A teal "Log in" button is positioned to the right of the password field. At the bottom of the form, there is a heading "Don't have an account?" followed by a teal "Register now" link.

### Permissions

A Registered User can only access the CARDS External Portal if an Insurer or TPA has granted access and privileges specifically to the user or globally to the TPA. If you're an authorized External Admin review the section on User Management to learn more about how that operation works.

## Page Layout

The Registration Page requires an Email Address and Name be entered and a Password be set up and confirmed before you can Register. An email will be sent to the Email Address submitted on the CARDS Registration Page which must be confirmed to be activated as an authorized user to the CARDS External Portal.

The screenshot shows the CARDS Nevada Workers' Compensation Section registration page. The page has a dark blue header with the CARDS logo and 'Nevada Workers' Compensation Section' text. Below the header is a blue navigation bar with 'Home' and a help icon. The main content area is titled 'Register' and contains a form titled 'Create a new account'. The form includes fields for 'Email', 'First Name', 'Last Name', 'Password', and 'Confirm password'. To the right of the password field, there are 'Password Requirements' listed: 'Must be at least 6 characters long', 'Contain one upper case letter', and 'Contain one number'. At the bottom of the form are 'Cancel' and 'Register' buttons.



### How To: Register as a New External User

1. Click the Register Today button or the Register Now click on the CARDS External Portal.

The screenshot shows the CARDS Nevada Workers' Compensation Section home page. The page has a dark blue header with the CARDS logo and 'Nevada Workers' Compensation Section' text. Below the header is a blue navigation bar with 'Home' and a help icon. The main content area contains a welcome message: 'Welcome to the State of Nevada Workers' Compensation Claims and Regulatory Data System (CARDS) portal for Insurers and Third Party Administrators!'. Below this is a paragraph explaining the portal's purpose: 'The CARDS portal allows registered Workers' Compensation Insurers and Third Party Administrators to update their contact information, submit required claims data and run reports.' Another paragraph states: 'To get started, login using the credentials provided to you by the Nevada Workers' Compensation Section or your company's portal Administrator.' At the bottom left, there is a 'Register Today' button with a yellow circle containing the number '1'. On the right side, there is a 'Login to your Account' section with 'Email' and 'Password' fields, a 'Forgot your password?' link, and a 'Log in' button. Below the login section, there is a 'Don't have an account?' section with a 'Register now' button and a yellow circle containing the number '1'.



2. Enter a valid Email Address that belongs to the user.
3. Enter the Name information
4. Choose a password that meets the site requirements.
5. Click the Register button.

The screenshot shows the 'Register' page of the CARDS system. The page title is 'Register' and the subtitle is 'Create a new account'. The form includes the following fields and elements:

- Email:** A text input field with a yellow circle '2' next to it.
- First Name:** A text input field with a yellow circle '3' next to it.
- Last Name:** A text input field.
- Password:** A text input field with a yellow circle '4' next to it.
- Confirm password:** A text input field.
- Password Requirements:** A list of requirements:
  - ! Must be at least 6 characters long
  - ! Contain one upper case letter
  - ! Contain one number
- Buttons:** 'Cancel' and 'Register' buttons. The 'Register' button has a yellow circle '5' next to it.

At the bottom of the page, there are links for 'Home', 'Contact Us', 'Privacy Policy', and 'Terms and Conditions', and a copyright notice: 'Copyright ©2017 State of Nevada - All Rights Reserved'.

6. Open the registration email and select the link to activate your account.



7. Login to the CARDS External Portal with the credentials you used to register.



## Login Page

### Definition

The CARDS External Portal Login Page requires an Email Address and Password to authenticate the user.

### Permissions

Any Registered User can log onto the CARDS External Portal but only users authorized by an Insurer or TPA can access any information or features of the portal.

### Page Layout

The CARDS External Portal Login Page has a section for the user to log in to the application as well as a link to facilitate resetting the user's password if necessary. It also contains links to the Registration Page for new users to register.

**CARDS** Nevada Workers' Compensation Section  
Claims and Regulatory Data System

Home ?

Welcome to the State of Nevada Workers' Compensation Claims and Regulatory Data System (CARDS) portal for Insurers and Third Party Administrators!

The CARDS portal allows registered Workers' Compensation Insurers and Third Party Administrators to update their contact information, submit required claims data and run reports.

To get started, login using the credentials provided to you by the Nevada Workers' Compensation Section or your company's portal Administrator.

[Register Today](#)

**Login to your Account**

Email

Password

[Forgot your password?](#)

[Log in](#)

Don't have an account?  
[Register now](#)

[Home](#) | [Contact Us](#) | [Privacy Policy](#) | [Terms and Conditions](#)

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## How To: Login to CARDS External Portal

1. Enter the Email Address.
2. Enter the Password.
3. Click the Log In button.

## Forgot your password Feature

### Definition

If an External User is unable to log in to the CARDS External Portal, a password reset can be done by clicking the Forgot Your Password link on the Login Page.

### Permissions

None.

### Page Layout

The Forgot Your Password page accepts the Email Address of a registered External User and sends an email to the account on file. The External User will need to click the link in the email to be directed to the Reset Password Page.

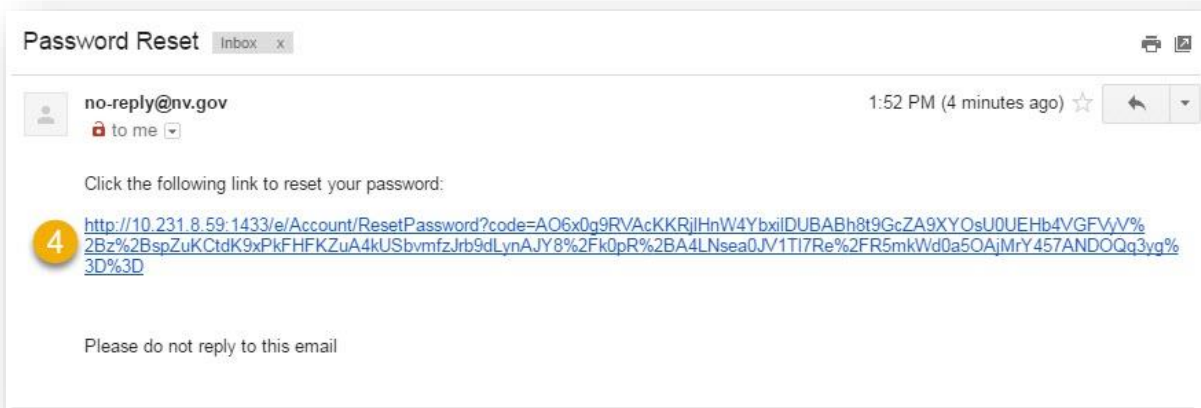




## How To: Reset your password to CARDS External Portal

1. Click the Forgot Your Password link on the CARDS Login Page.
2. Enter the registered Email Address.
3. Click the Email Link button.

4. Click the link in the Email.





5. Enter the Email Address.
6. Create a new password in the Password field.
7. Re-enter the password in the Confirm Password field.
8. Click the Reset button.

9. Click the Return to Home button.

10. Login with the new password on the CARDS External Portal Login Page.



## Home Page

### Definition

The Home Page of the CARDS External Portal is the first page that an authenticated user will see after a successful login. The Home Page allows the user to choose an action using the Forms and Tools button or to choose a direct action for an associated TPA.

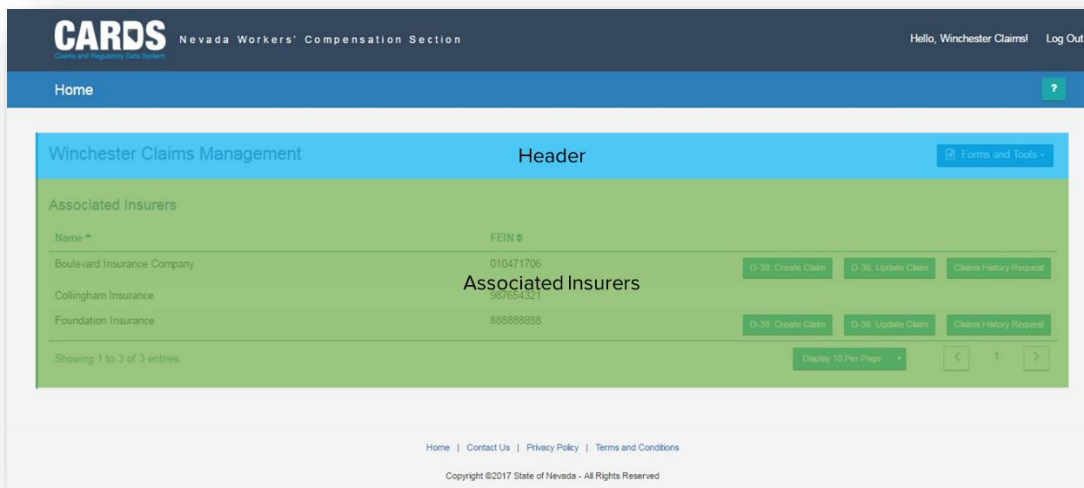
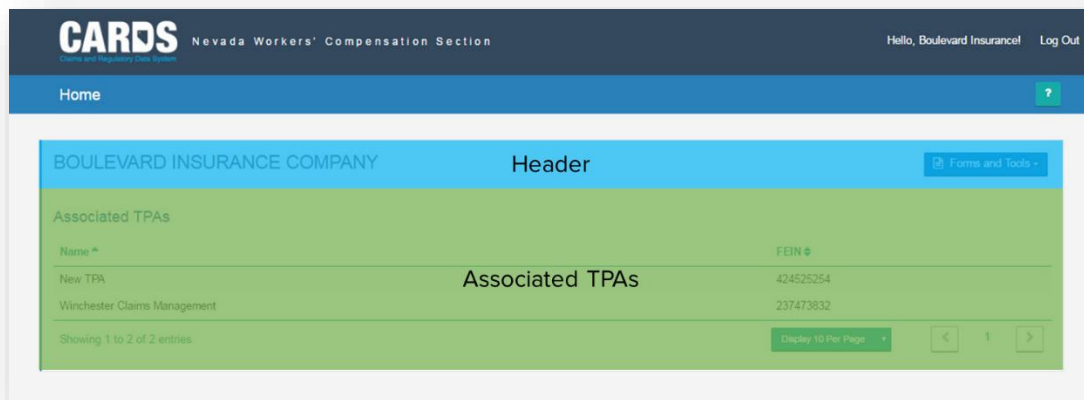
### Permissions.

All authenticated users associated with an Insurer or TPA can access this page.

### Page Layout

The External Portal Home Page for Insurers and TPAs has 2 sections:

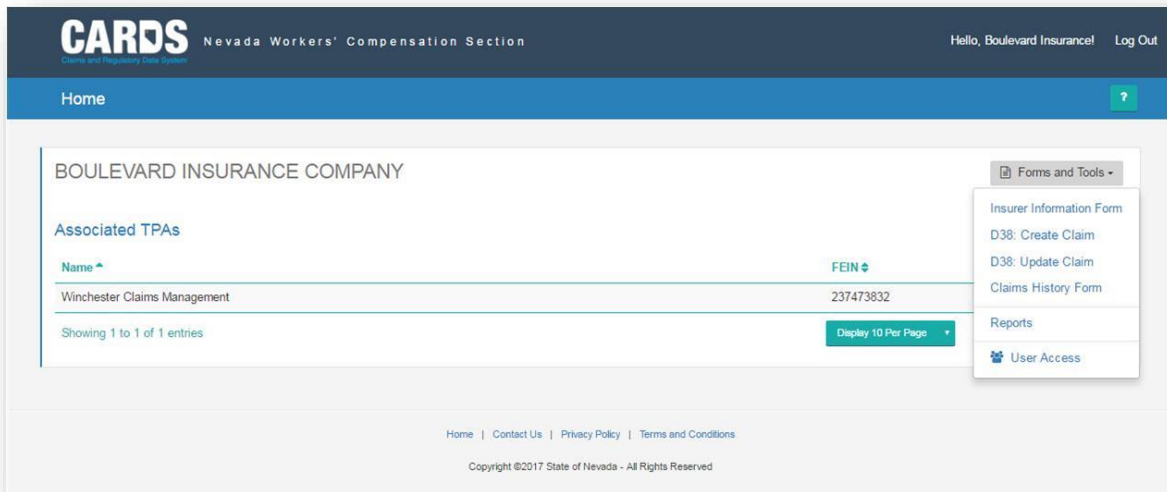
1. Header that includes the menu
2. Associated TPAs (on Insurer's Page) OR Associated Insurers (on TPA's Page)



## Special Functions

The External Home Page for Insurers and TPAs includes a Forms and Tools button that allows you to access the functions that you have privileges for. The full list of functions for Insurers is:

- Insurer Information Form – Information about the Insurer that is required to be sent to the State of Nevada’s Worker’s Compensation Section upon becoming certified and on regular intervals as required by Nevada statute.
- D-38 Create Claim – To register a new claim with the State of Nevada.
- D-38 Update Claim – To update a claim that has already been submitted to the State.
- Claims History Form – To retrieve any claims related to an injured employee that the insurer has a claim for.
- Reports – A suite of reports for comparison of an Insurer’s performance in relation to the industry statistics.
- User Access – A feature for External Administrators to administer access and privileges for External Users.



For TPAs the Forms and Tools list includes:

- TPA Information Form – Information about the TPA that is required to be sent to the State of Nevada’s Worker’s Compensation Section upon becoming licensed and also on regular intervals as required by Nevada statute.
- User Access – A feature for External Administrators to administer access and privileges for External Users.



TPAs can also be granted a global privilege that allows all users associated with the TPA to manage claims for Insurers that it's contracted to do business with. These privileges appear on the External Portal Home Page as buttons in line with the Insurer that granted the privileges.

The screenshot displays the 'Winchester Claims Management' interface. At the top, the header includes the CARDS logo, 'Nevada Workers' Compensation Section', and user information 'Hello, Winchester Claims!' with a 'Log Out' link. Below the header is a 'Home' navigation bar. The main content area is titled 'Winchester Claims Management' and features a 'Forms and Tools -' button. Underneath, there is a section for 'Associated Insurers' with a table listing three insurers. Each insurer entry includes a 'Name' and a 'FEIN' column, followed by three action buttons: 'D-38: Create Claim', 'D-38: Update Claim', and 'Claims History Request'. The table also includes a 'Showing 1 to 3 of 3 entries' indicator and a 'Display 10 Per Page' dropdown menu.

Name	FEIN	Actions		
Boulevard Insurance Company	010471706	D-38: Create Claim	D-38: Update Claim	Claims History Request
Collingham Insurance	987654321	D-38: Create Claim	D-38: Update Claim	Claims History Request
Foundation Insurance	888888888	D-38: Create Claim	D-38: Update Claim	Claims History Request



## User Management – Insurers and TPAs

The CARDS External Portal allows External Administrators to manage the privileges of the External Users associated with **Insurers** and **TPAs** on the User Management Page.

### Insurer User Management

#### Definition

The CARDS External Portal allows External Administrators to manage the privileges of the External Users associated with an Insurer on the User Management Page.

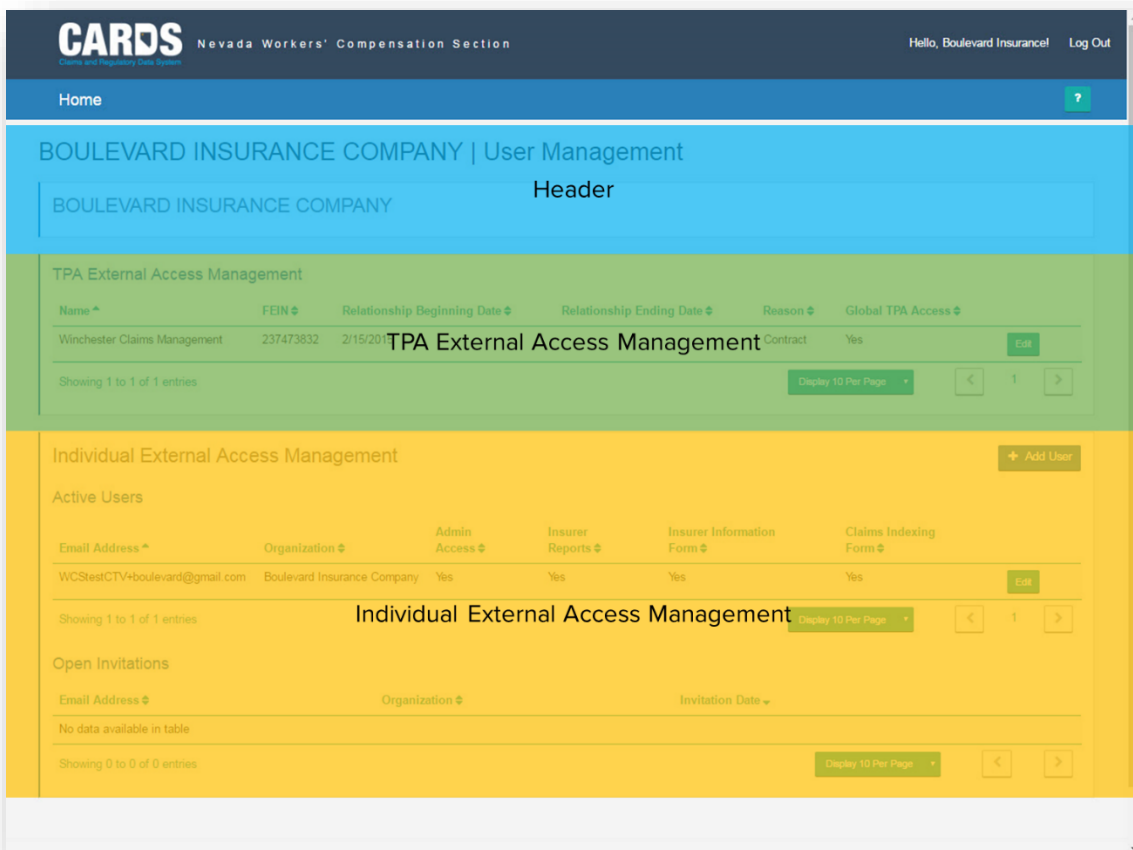
#### Permissions

Only External Admins can access the User Management Page on the External Portal.

#### Page Layout

The User Management Page for Insurers is organized in 3 sections:

1. Header
2. TPA External Access Management (only on Insurer’s User Management Page)
3. Individual External Access Management



### Header

The header shows the user the purpose of the page and which Insurer is being worked. The navigation panel includes a link to the Home Page of the External Portal.

### TPA External Access Management

This section allows the External Administrator to view and set the global permissions for any TPAs that are related to the Insurer. If the Global TPA Access privilege is set to Yes for a TPA, then all of the registered users associated with that TPA can submit and view D-38 Claim Forms on behalf of the related insurer granting the privilege as well as obtain claims history reports. There are no capabilities in this section to change the relationship between the Insurer and TPA only to grant the Global TPA Access privilege.



This section only appears on the Insurer User Management page but is hidden on the TPA User Management page.



Each TPA relationship will have the Global TPA Access privilege set to 'No' as the default. The Admin should use the Edit button to change the settings of that privilege.

### Individual External Access Management

An Insurer may grant specific privileges to external users for processing claims or submitting insurer information to CARDS. To do so there is an Add User button that allows you to enter the email address and organization of the external user. Once entered the individual will be displayed in the Active Users section if the user's account is registered with CARDS or in the Open Invitations section if the account has not yet been registered. For active users, this section will also display which of the privileges are set to Yes and which are not.



The external user will need to be sent a manual email stating that the individual should register with CARDS to gain access to the CARDS External Portal.



Each individual user added to the CARDS External Portal will have every privilege set to 'No' as the default. The Admin should use the Edit button to change the settings of the privileges.

The following privileges are available to the External Administrators for Insurers:

- Insurer Reports
- Insurer Information Forms
- D-38 Claims Indexing Form

✕

**Insurer User Access**

Admin Access

Insurer Reports

Insurer Information Form

D-38 - Claims Indexing Form

By adding an individual to this list you are authorizing that individual access to your insurer information in the areas you have indicated.

Delete
Cancel
Submit



**Note** The Admin Access checkbox cannot be accessed by External Admins. It can only be modified by Worker’s Compensation Section, Research & Analysis employees.

The Administrators for the Insurer can view the settings for each privilege as well in this section.

Individual External Access Management + Add User

**Active Users**

Email Address	Organization	Admin Access	Insurer Reports	Insurer Information Form	D-38 - Claims Indexing Form	
mk@mk.com	Boulevard	Yes	Yes	Yes	Yes	Edit
WCStestCTV@boulevard@gmail.com	Boulevard Insurance Company	Yes	Yes	Yes	Yes	Edit

Showing 1 to 2 of 2 entries

Display 10 Per Page
<
1
>



## TPA User Management

### Definition

The CARDS External Portal allows External Administrators to manage the privileges of the External Users associated with a TPA on the User Management Page.

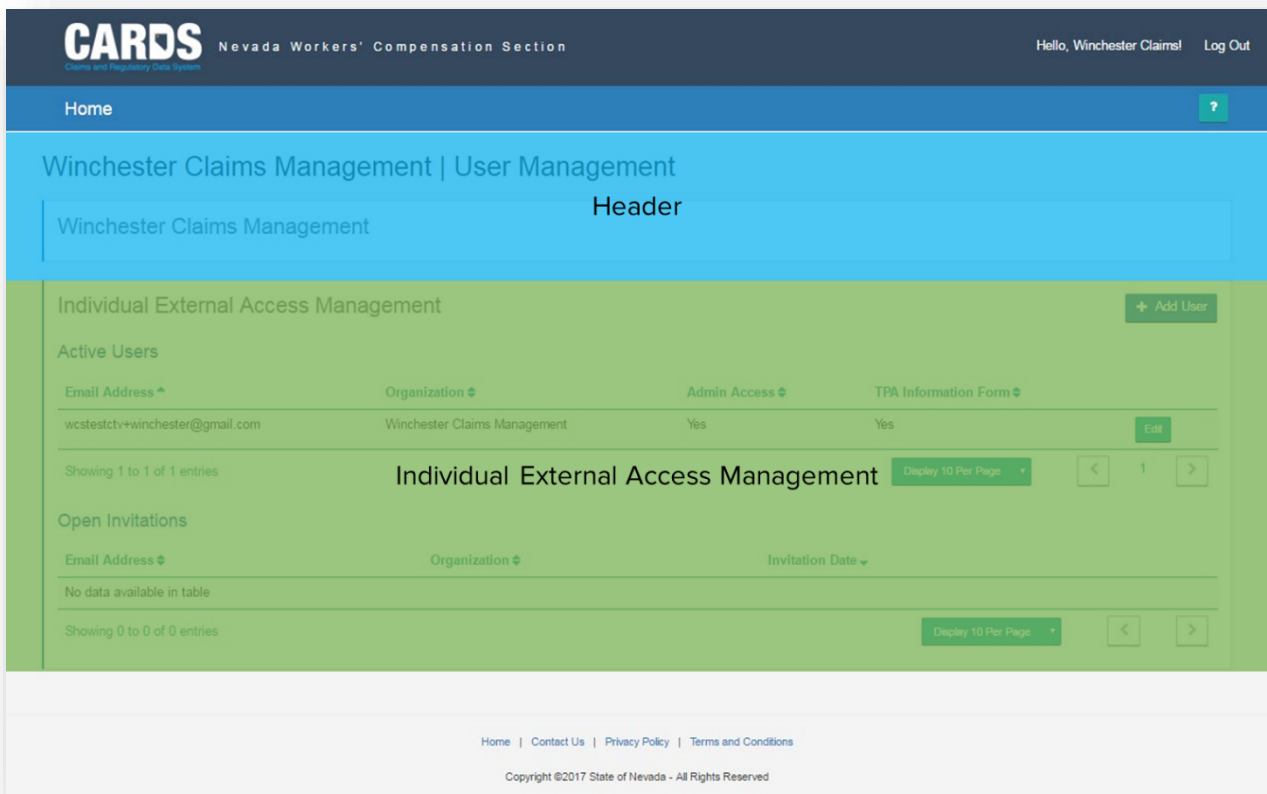
### Permissions

Only External Admins can access the User Management Page on the External Portal.

### Page Layout

The User Management Page for TPAs is organized in 2 sections:

1. Header.
2. Individual External Access Management.



### Header

The header shows the user the purpose of the page and which TPA is being worked. The navigation panel includes a link to the Home Page of the External Portal.

### Individual External Access Management

A TPA may grant specific privileges to external users for processing claims or submitting the TPA Information Form to CARDS. To do so there is an Add User button that allows you to enter the email address and organization of the external user. Once entered the individual will be displayed in the Active Users section if the user's account is registered with CARDS or in the Open Invitations section





if the account has not yet registered. For active users, this section will also display which of the privileges are set to Yes and which are not.



The external user will need to be sent a manual email stating that the individual should register with CARDS to gain access to the CARDS External Portal.



Each individual user added to the CARDS External Portal will have every privilege set to 'No' as the default. The Admin should use the Edit button to change the settings of the privileges.

The following privileges are available to be granted to individual External Users by the External Administrators for TPAs:

- TPA Information Form

TPA User Access ✕

Admin Access

TPA Information Form

By adding an individual to this list you are authorizing that individual to submit claims indexing information and request prior claims history for any insurer that grants Third Party Administrator global portal access. Additionally, you can authorize the external user permissions to complete your TPA Information Form.

Delete
Cancel
Submit



The Admin Access checkbox cannot be accessed by External Admins. It can only be modified by Worker's Compensation Section, Research & Analysis employees.

The Administrators for the TPA can view the settings for each privilege as well in this section.

Individual External Access Management + Add User

Active Users

Email Address <small>↕</small>	Organization <small>↕</small>	Admin Access <small>↕</small>	TPA Information Form <small>↕</small>	
wcstestctv+winchester@gmail.com	Winchester Claims Management	Yes	Yes	<span style="background-color: #007bff; color: white; padding: 2px 5px;">Edit</span>

Showing 1 to 1 of 1 entries 
Display 10 Per Page
<
1
>





## How To: Invite a New External User

1. Login to the External Portal.
2. Click the User Access button.

**CARDS** Nevada Workers' Compensation Section  
Hello, Boulevard Insurance! Log Out

Home

BOULEVARD INSURANCE COMPANY

Forms and Tools

- Insurer Information Form
- D38: Create Claim
- D38: Update Claim
- Claims History Form
- Reports
- User Access** 2

Name	FEIN
Winchester Claims Management	237473832

Showing 1 to 1 of 1 entries

Display 10 Per Page

Home | Contact Us | Privacy Policy | Terms and Conditions  
Copyright ©2017 State of Nevada - All Rights Reserved

3. Click the Add User button.

**CARDS** Nevada Workers' Compensation Section  
Hello, Boulevard Insurance! Log Out

Home

BOULEVARD INSURANCE COMPANY | User Management

BOULEVARD INSURANCE COMPANY

TPA External Access Management

Name	FEIN	Relationship Beginning Date	Relationship Ending Date	Reason	Global TPA Access	
Winchester Claims Management	237473832	2/15/2015		Contract	Yes	Edit

Showing 1 to 1 of 1 entries

Display 10 Per Page

Individual External Access Management 3 + Add User

Active Users

Email Address	Organization	Admin Access	Insurer Reports	Insurer Information Form	Claims Indexing Form	
WCStestCTV@boulevard@gmail.com	Boulevard Insurance Company	Yes	Yes	Yes	Yes	Edit

Showing 1 to 1 of 1 entries

Display 10 Per Page

Open Invitations

Email Address	Organization	Invitation Date
No data available in table		

Showing 0 to 0 of 0 entries

Display 10 Per Page



4. Enter the Email Address.
5. Enter Organization of the user.
6. Click the Submit button.

✕

### Insurer User Access

Email 4

Organization 5

By adding an individual to this list you are authorizing that individual access to your insurer information in the areas you have indicated.

Cancel
Submit 6

7. Verify that the external user is setup in the Active Users or the Open Invitations table.

Individual External Access Management + Add User

**Active Users**

Email Address	Organization	Admin Access	Insurer Reports	Insurer Information Form	D-38 - Claims Indexing Form	
WCSTestCTV+boulevard@gmail.com	Boulevard Insurance Company	Yes	Yes	Yes	Yes	<span style="border: 1px solid #0070c0; padding: 2px 5px; font-size: 0.7em;">Edit</span>

Showing 1 to 1 of 1 entries Display 10 Per Page < 1 >

**Open Invitations**

Email Address	Organization	Invitation Date	
WCSTestCTV+chateau@gmail.com	Chateau Corp	3/21/2017	<span style="border: 1px solid #0070c0; padding: 2px 5px; font-size: 0.7em;">Delete</span>

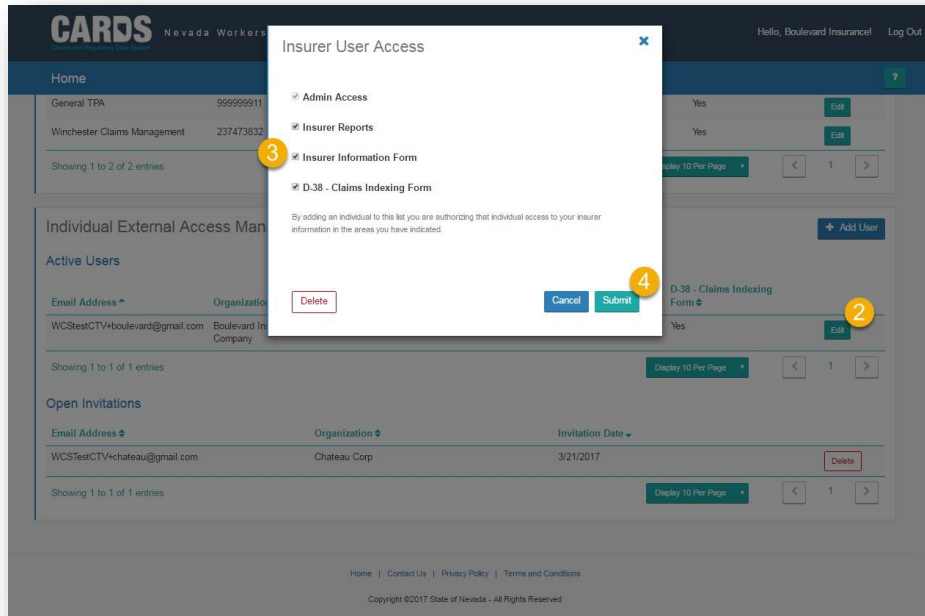
Showing 1 to 1 of 1 entries Display 10 Per Page < 1 >



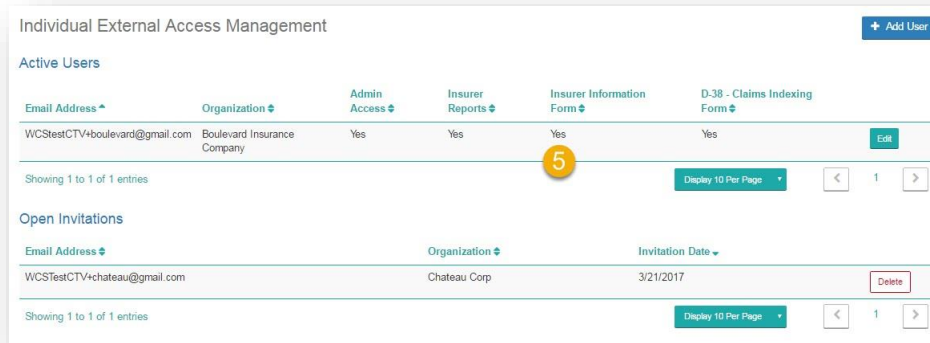


## How To: Add the Additional Privileges to a Registered External User

1. Choose the External User to modify.
2. Click on the Edit button of the External User that you want to update.
3. Check the checkbox of the privilege that needs to be modified.
4. Click the Submit button.



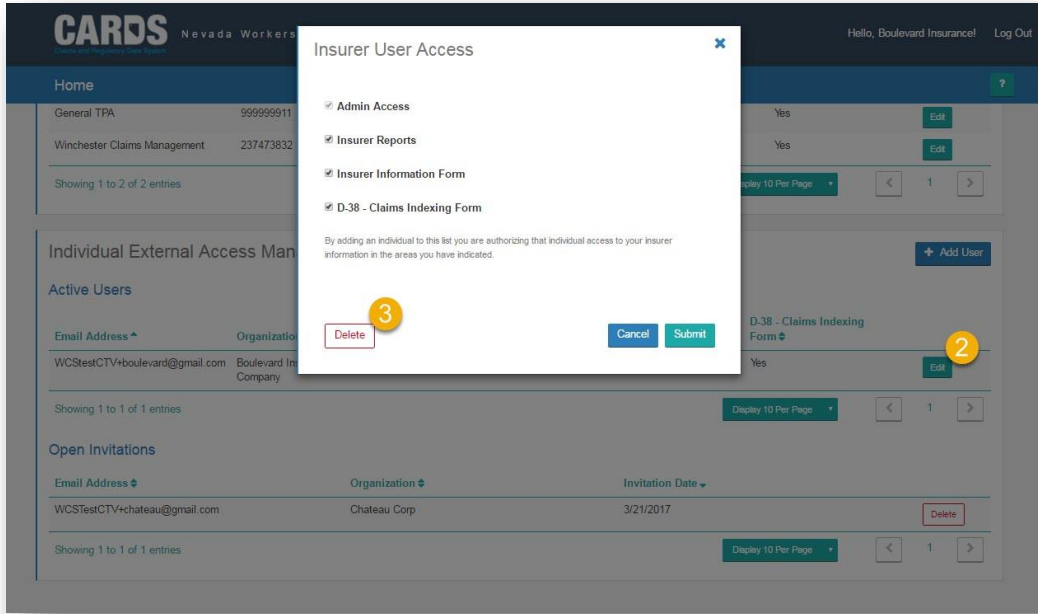
5. Verify that the appropriate privilege has been modified.



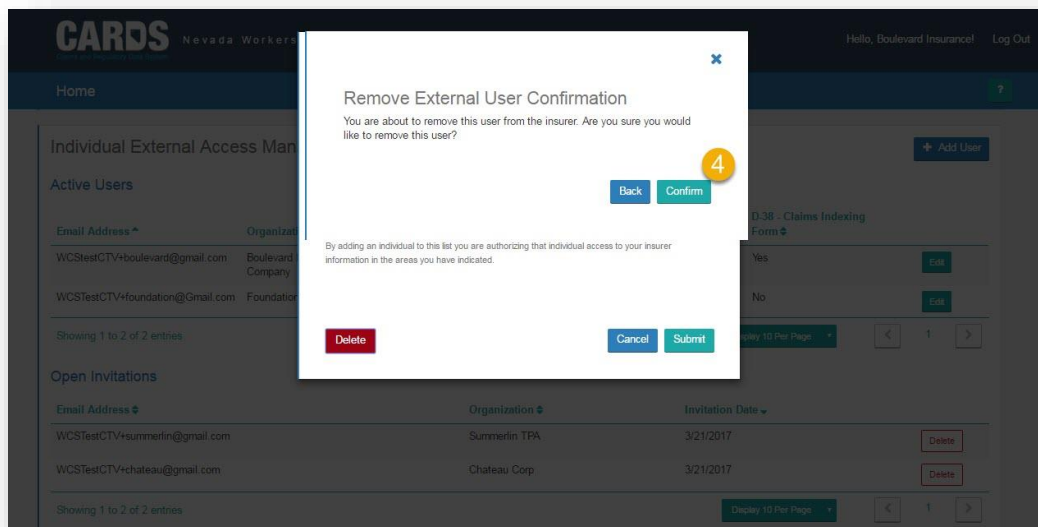


## How To: Delete a Registered User

1. Find the proper External User account to delete from the User Access page.
2. Click on the Edit button of the External User that you want to update.
3. Click the Delete button.



4. Click the Confirm button.



## Insurer Information Form

### Definition

The CARDS External Portal has a feature that provides a way for the Insurers to submit address and other critical information to the State to meet the existing statutes.

### Permissions

Only External Users with the Insurer Information Form privilege set to ‘Yes’ can access the Insurer Information Form Page on the External Portal.

### Page Layout

The Insurer Information Form for Insurers is organized into 5 sections:

1. Header
2. Contact Information – made up of 8 separate address blocks (not all shown in image below):
3. Related TPA Section
4. Claims Office and Optional Contacts Section
5. Individual Completing Form Section

The screenshot displays the 'Insurer Information Form' for 'BOULEVARD INSURANCE COMPANY'. The form is divided into five color-coded sections:

- Header (Blue):** Contains the company name and navigation links.
- Contact Information (Green):** Includes fields for 'Main Physical' address, 'City', 'State', 'Zip', 'Phone Number', and 'Fax'.
- Related TPA Section (Yellow):** Features a 'Related TPA' dropdown menu and a 'Save' button.
- Claims Office Section (Purple):** Contains fields for 'Claims Office' address, 'City', 'State', 'Zip', 'Phone Number', and 'Fax'.
- Individual Completing Form Section (Red):** Includes fields for 'Individual Completing Form' address, 'City', 'State', 'Zip', 'Phone Number', and 'Fax'.



## Header

The header shows the user the basic information for the Insurer. This information cannot be updated through the CARDS External Portal. To make a correction to any values in this section you must contact the Worker's Compensation Section.

## Contact Information

This section contains the 9 contact blocks that must be submitted to the WCS and include:

1. Main Physical
2. Main Mailing
3. Corporate Contact
4. State Statutory Reporting Contact
5. Location of Physical Records
6. Location of Electronic Records
7. Compliance Contact
8. Coverage Verification Contact
9. Proof of Coverage Contact



There is a checkbox in each contact block after the first one to assist you in filling out repeating fields with the same content in each contact/address section.

## Related TPA Section

An Insurer may use a Third Party Administrator to handle claims management. If this is the case, the form will require that this be stated and the TPA must be chosen from the list of licensed TPAs in the State of Nevada.

## Claims Office Section

If an Insurer indicates that it does not currently use or plan to use a Third Party Administrator to manage its claims, the form will require that the Insurer indicate the address of the Insurer's claims office located in the State of Nevada.

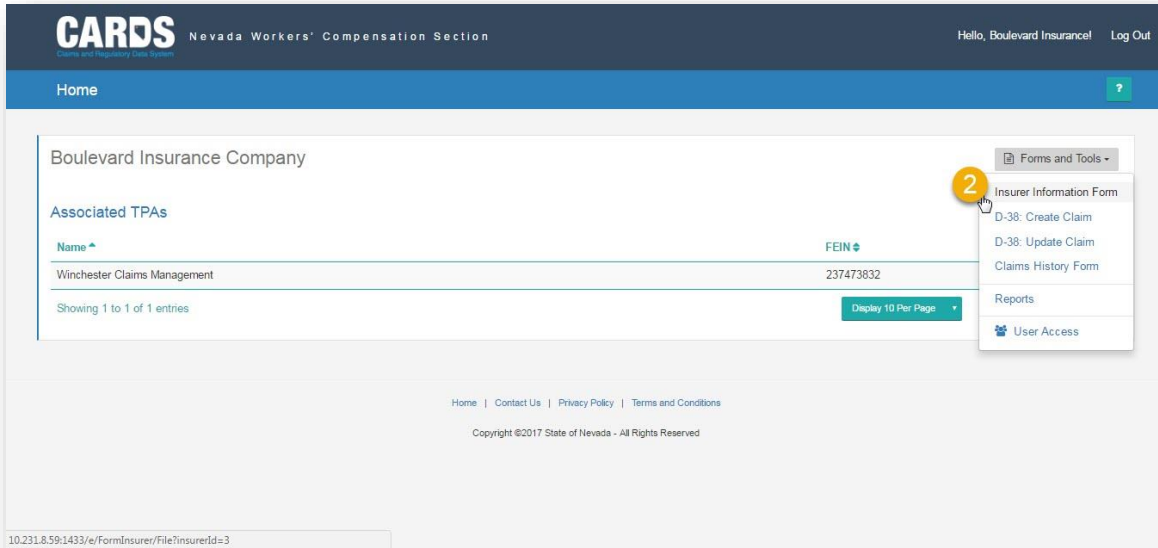
## Individual Completing Section

This section contains the contact information for the user filling out the Insurer Information Form. It will pre-populate some of the data fields based on the information related to the logged in user accessing the form.



## How To: Enter an Insurer Information Webform

1. Login to the CARDS External Portal.
2. Click on the Insurer Information Form on the Forms and Tools menu button.



3. Enter all of the required data into the Insurer Information Form.
4. Click Submit.





## TPA Information Form

### Definition

The CARDS External Portal has a feature that provides a way for the authorized users from licensed TPAs to submit address and other critical information to the State to meet the existing statutes. Once the TPA Information Form is submitted it will need to be processed by internal State personnel before the data changes will be committed to the system.

### Permissions

Only External Users with the TPA Information Form privilege set to 'Yes' can access the TPA Information Form Page on the External Portal.



## Page Layout

The TPA Information Form for TPAs is organized into 4 sections:

1. Header
2. Contact Information
3. Secondary Contacts Section
4. Location of Records Section

The screenshot displays the 'Winchester Claims Management | TPA Information Form' interface. The page is divided into four color-coded sections:

- Header (Blue):** Contains user information (FEIN: 221473832, State Certified, License Number: 27022) and TPA details (TPA SE Effective Date: 6/28/2016, TPA SE Expiration Date, TPA PC Effective Date: 7/1/2016, TPA PC Expiration Date).
- Contact Information (Green):** Includes 'In-State Physical' contact details with fields for Title, First Name, MI, Last Name, Suffix, E-Mail, Organization Name, Contact Description, Address Lines 1-3, City, State/Province (dropdown), and Postal Code. It also includes 'Phone 1' and 'CE / Claims Fax Number' fields.
- Secondary Contacts Section (Yellow):** Includes 'In-State Mailing' contact details with similar fields to the physical contact, plus a 'Use In State Physical' checkbox.
- Location of Records Section (Purple):** Includes 'Location of Records' contact details with fields for Title, First Name, MI, Last Name, Suffix, E-Mail, Organization Name, Contact Description, Address Lines 1-3, City, State/Province, and Postal Code. It also includes 'Phone 1' and 'Phone 2' fields.

Navigation buttons for 'Cancel' and 'Save' are located at the bottom right of the form. Footer text includes 'Home | Contact Us | Privacy Policy | Terms and Conditions' and 'Copyright ©2017 State of Nevada - All Rights Reserved'.



## Header

The header shows the user the basic information for the TPA. This information cannot be updated through the CARDS External Portal. To make a correction to any values in this section you must contact the Worker's Compensation Section.

## Contact Information

This section contains the 2 contact blocks that must be submitted to the WCS.

1. In-State Physical.
2. In-State Mailing.



There is a checkbox in each contact block after the first one to assist you in filling out repeating fields with the same content in each contact/address section.

## Secondary Contacts Section

This section contains the 2 checkboxes that expand 2 contact blocks.

- Include Secondary In-State Physical
- Include Secondary In-State Mailing

These contacts can optionally be submitted for TPAs that have more than one physical and/or mailing address.

1. Secondary In-State Physical
2. Secondary In-State Mailing

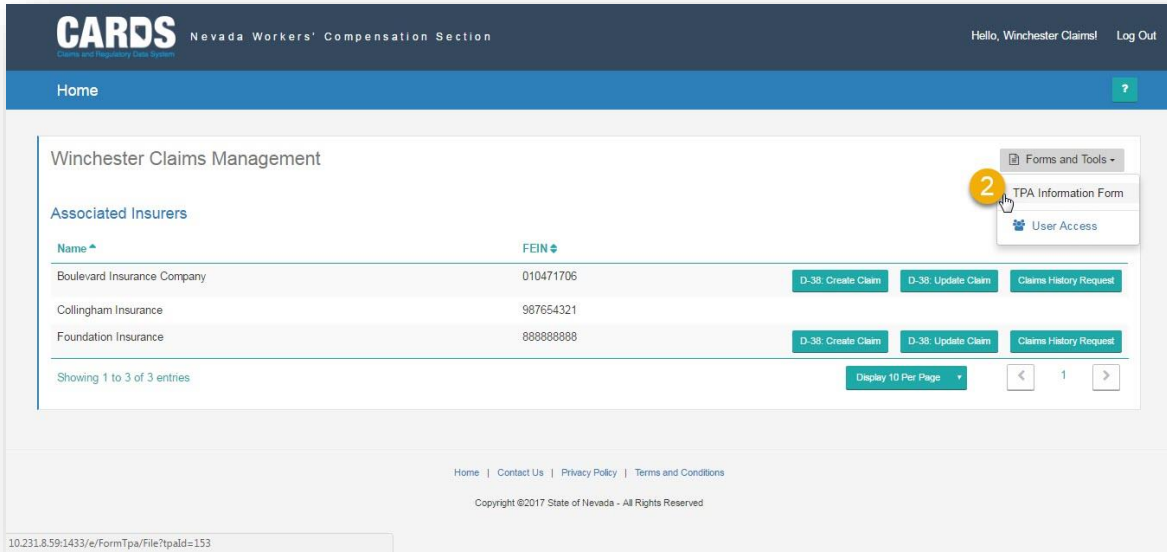
## Location of Records Section

This section contains the contact information for the TPA to submit the location of either physical or electronic records.



## How To: Enter a TPA Information Webform

1. Login to the CARDS External Portal.
2. Choose the TPA Information Form from the Forms and Tools button.



3. Fill in the required fields.
4. Click the Submit button.



## D-38 Claim Webform

The CARDS External Portal allows Insurers and TPAs to **Create** and **Update** D-38 Claims through the D-38 Claim Create / Update Webform. The specific process and requirements for each are described in the sections below.

### D-38 Claim Form - Create

#### Definition

The CARDS External Portal allows Insurers and TPAs to submit D-38 Claims through the D-38 Claim Webform. This Webform will capture all of the critical claim information for processing by internal State personnel.

#### Permissions

Only an Insurer's External Users with the Claims Indexing privilege set to 'Yes' and a TPA's External Users with the Global TPA Access privilege set to 'Yes' can access the D-38 Claims Webform.

#### Page Layout

The D-38 Claims Webform is organized into 5 sections as displayed on the following page:

1. Claim Information
2. Related Entities
3. Claim Closed/Reopened
4. Private Carrier Information
5. Injury Information

Page Layout

**CARDS** Nevada Workers' Compensation Section Help, Boulevard Insurance? Log Out

Home

**BOULEVARD INSURANCE COMPANY | D-38 Claim Form**

Claim Number \*  Claim Type

**Submitter Information**

Date Claim/Injury Submitted to WCC \*  Submitter First Name \*  Submitter Last Name \*

Submitter Phone \*  Submitter Email \*

**Injured Employee Information**

First Name \*  NI  Last Name \*  Gender \*

Date of Birth \*  Zip Code \*

Uninsured/Injured Employee

**Claim Information**

Date of Injury/Date of Disclaiment \*  Date C-4 Received by Insurer/Claims Admin \*  Date Accepted/Denied \*

Accepted \*  Type of Loss \*  Classification \*

Nature of Injury \*  Cause of Injury \*

Permanent Impairment Percentage  Death Date  Death Result of Injury

**Benefit Type Periods**

Note:

**Related Entities**

**Employer**

Employer Name \*  Employer FEIN \*

Address Line 1 \*  City \*  State/Province \*

Address Line 2 \*

**Insurer**

Insurer Name  Insurer FEIN  Insurer Type

TPA

**Claim Closed/Reopened**

Date Closed  NRS Close Code  Total Cost of Claim

Reopen Effective Date  Reopen Request Date

Reopen Decision Date  Reopen Reason

**Private Carrier Information**

Policy Effective Date

**Injury Information**

Name

I hereby certify that the information contained on this form is true and correct. I also certify that I am duly authorized representative of the submitter.

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Claim Information

Related Entities Section

Claim Closed / Reopened Section

Private Carrier Section

Injury Information Section



### Claim Information

This section contains the Claim Number and other claim information, Submitter information, and Injured Employee information. Additionally, there's an optional section that allows the submission of specific date periods indicating when the Injured Employee received benefit payments under the worker's compensation policy related to the claim.



The submitter information will be pre-populated in the D-38 Claim Webform based on the information of the authenticated user of the CARDS External Portal.

**CARDS** Nevada Workers' Compensation Section  
Hello, Boulevard Insurance! Log Out

Home ?

### BOULEVARD INSURANCE COMPANY | D-38 Claim Form

Claim Number \*

Claim Type

**Submitter Information**

Date Claim/Webform Submitted to WCS \*

Submitter First Name \*

Submitter Last Name \*

Submitter Phone \*

Submitter Email \*



The Benefit Period table on the D-38 Claims Webform will allow multiple benefit periods to be created but will not allow benefit period date ranges to overlap.

**CARDS**

Add Benefit Type Period

Benefit Type \*

Benefit Period Start \*

Benefit Period End

Close Update

Add Benefit Type Period +



### Related Entities Section

The Related Entities section contains areas for the External User to enter information about the Employer, the Insurer and the TPA.

The Employer information is required and will be compared to known Employers in the system using the FEIN entered. If the entered FEIN matches a known FEIN then the Claim will be linked to the existing Employer in the system. The system will retain the submitted Employer information for comparison in the event that an incorrect Employer match occurred.



The Insurer information will be pre-populated in the D-38 Claim Webform based on the related Insurer information of the authenticated user of the CARDS External Portal.

The TPA information can be optionally selected from a set of TPAs related to the established Insurer.





### Claim Closed / Reopened Section

This section stores any dates related to the closure and/or re-opening of the claims as well as the NRS Code related to the closure and the total cost of the claim at closure.

Claim Closed/Reopened

<p><b>Date Closed</b></p> <input type="text"/>	<p><b>NRS Close Code</b></p> <div style="border: 1px solid #ccc; padding: 2px;"> <p>Select... <span style="float: right;">▼</span></p> <hr style="border: 0; border-top: 1px solid #ccc;"/> <p style="font-size: 0.8em;">NRS 616C.235 (1)</p> <p style="font-size: 0.8em;">NRS 616C.235 (2)</p> </div>	<p><b>Total Cost at Closure</b></p> <p>\$ <input style="width: 80%;" type="text"/></p>
<p><b>Reopen Effective Date</b></p> <input type="text"/>	<p><b>Reopen Decision</b></p> <div style="border: 1px solid #ccc; padding: 2px;"> <p>Select... <span style="float: right;">▼</span></p> </div>	
<p><b>Reopen Decision Date</b></p> <input type="text"/>		

### Private Carrier Section

The required information for the Private Carrier section is the policy number and the policy effective and expiration date. This section will not appear for self-insured employers.

Private Carrier Information

<p><b>Policy Effective Date *</b></p> <input type="text"/>	<p><b>Policy Expiration Date *</b></p> <input type="text"/>	<p><b>Policy Number *</b></p> <input style="width: 90%;" type="text"/>
--	---	--

### Injury Information Section

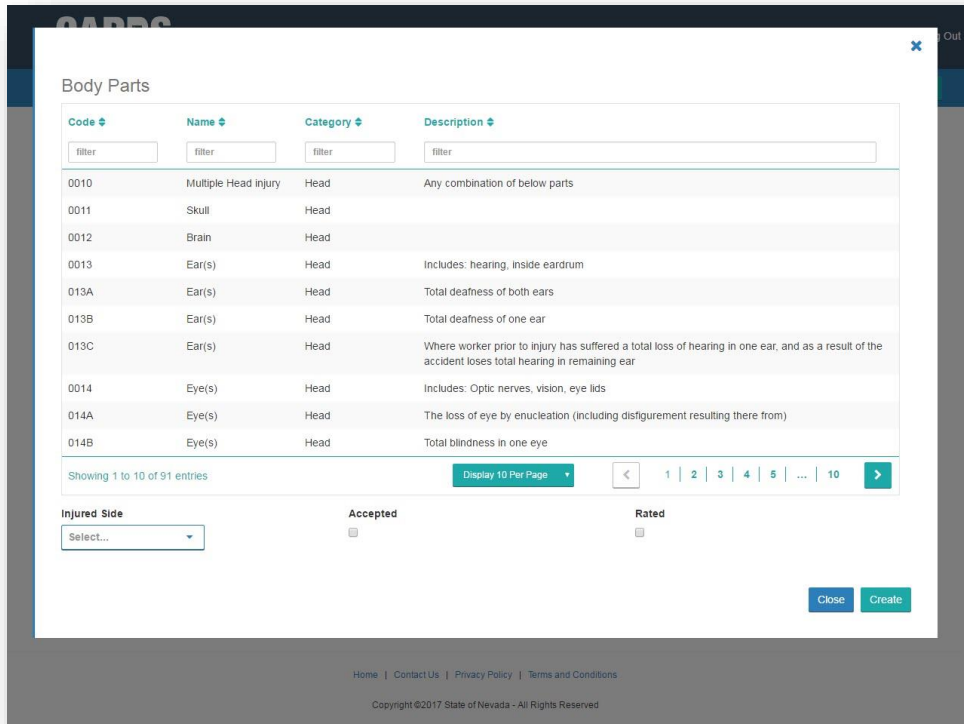
This section provides a button that enables a pop-up window for the External User to use to lookup the injured body part(s) of the injured employee.

Injury Information

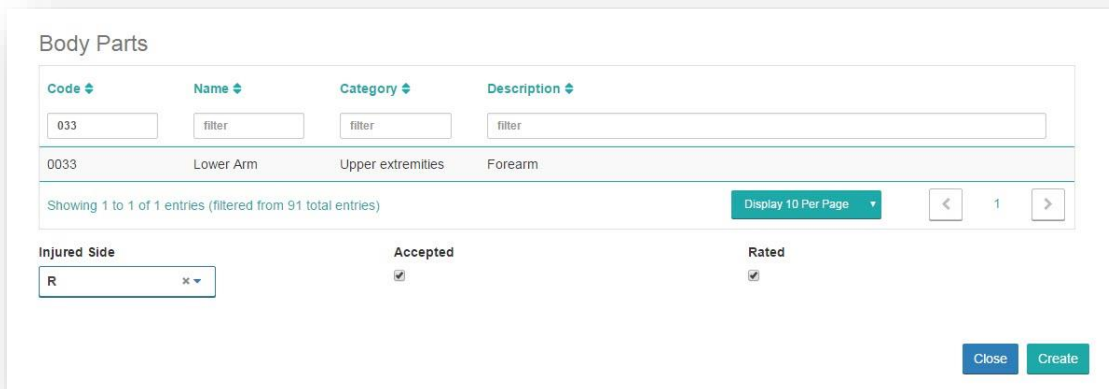
None

Add Body Part +

Additionally, the External User can optionally indicate more specifics about the injured body part such as which side (or bilaterally) was affected and whether the injury has been rated and accepted.



The Body Parts can be filtered using the four-digit alphanumeric Code or by using the Name or Category values to assist in looking up the desired body part.



## D-38 Claim Form – Update

### Definition

The CARDS External Portal allows Insurers and TPAs to update D-38 Claims through the D-38 Claim Update Webform. This update will require the External User to submit the Claim Number to retrieve the processed Claim from the system. The External User can then review and modify information related to the Claim and submit the changes to the system for processing.

### Permissions

Only an Insurer's External Users with the Claims Indexing privilege set to 'Yes' and a TPA's External Users with the Global TPA Access privilege set to 'Yes' can access the D-38 Claims Update Webform.

### Page Layout

The D-38 Claims Update Webform requires input of the Claim Number and once retrieved it follows the same format as the D-38 Claims webform. The Claim Number must be related to the Insurer FEIN associated with the External User's Insurer of record.

If a valid Claim Number is not found, an error message stating **'The claim was not found. Please enter a valid claim number.'** will be displayed.

The screenshot shows the CARDS Nevada Workers' Compensation Regulatory Software System interface. A modal window titled "D-38: Update Claim" is open, prompting the user to "Please enter the Claim Number" with a text input field and "Cancel" and "Submit" buttons. The background shows the user is logged in as "Hello, Boulevard Insurance!" and the page displays details for "Boulevard Insurance Company" and "Winchester Claims Management".

## Claims History Request

### Definition

The CARDS External Portal allows Insurers and TPAs to request D-38 Claims through the Claim History Request.

### Permissions

Only an Insurer's External Users with the Claims Indexing privilege set to 'Yes' and a TPA's External Users with the Global TPA Access privilege set to 'Yes' can access the Claims History Request.

### Page Layout

The Claims History Request page is broken into 2 sections:

1. Requestor Information
2. Claim Information

### Requestor Information

This webform requires the submitter's phone number be entered. All other submitter information will be pre-populated by the application based on the information from the login use account on the CARDS External Portal and cannot be changed.



### Claim Information

The Claims are accessed by entering the SSN of the Claimant. Claims can only be accessed by authenticated users related to an Insurer that has previously submitted a Claim for that same Claimant. Multiple Claims can be retrieved with one request. You can add more SSNs by pressing the Add ID button.

Claim Information

Injured Employee SSN(s)

✖

Add ID



Every Claim for that Claimant’s SSN will be returned with the request. Even Claims made against other Insurer’s policies.

### Report Download

The report will be provided as PDF file that can be downloaded to the user’s local computer. Click the Download Report Now link to execute the download.

Claims History Request

Your request has been filed and is your report is ready for download.

[Download Report Now](#)



## Report Output

The report format will be grouped by Claimant SSN followed by the details about the Claim including the injured body parts and the benefit periods.

Date Time: 3/2/2017 7:45:22 AM Page: 1 of 1

### CLAIM HISTORY REPORT

CLAIMANT SSN	LAST NAME	FIRST NAME	M.I.	DATE OF BIRTH
111-11-1111	Wren	Paul		2/24/2017

**Claim No:** pw-2.23-1128      **Type:** Medical Only      **Claim Accept/Deny:** Accept  
**Date of Injury/Disablement:** 2/21/2017      **Date Claim Accepted/Denied:** 2/22/2017  
**Permanent Impairment Percentage:** 0%      **Total Cost of Claim:**

TYPE	NAME	FEIN	NV CERT OF AUTH
Employer	Tacos & Beer	738294610	
Insurer	BOULEVARD INSURANCE COMPANY	010471706	105343
TPA	Winchester Claims Management	237473832	

Injured Body Part	Description	Side	Accepted	Rated
0012	Brain	R	NO	NO

Benefit Type Code	Description	Start Date	End Date
070	Temporary Partial	2/19/2017	



## Reports

### Definition

The Reports feature allows the External Users of an Insurer to execute the Insurer comparison reports. The Reports include:

1. Claim Denial and Injury (NRS 616) / Occupational Disease (NRS 617) Report – this report provides comparisons of Claim processed counts between an individual insurer and the rest of the industry within each Claim Type category.
2. Claim Closure and Average Cost per Claim Report – this report provides comparisons of Claims closed and their respective costs between an individual insurer and the rest of the industry.

### Permissions

Only an Insurer's External Users with the Insurer Reports privilege set to 'Yes' can access the Reports feature of the CARDS External Portal.

### Page Layout

The Reports Page is broken into 2 sections:

1. The Report Criteria Section
2. The Legal Terms Section

**CARDS** Nevada Workers' Compensation Section  
Claims and Regulatory Data System

Hello, Boulevard Insurance! Log Out

Home

### Reports

**Report Criteria Section**

Report Type \*  
Claim Denial and Injury (NRS 616) / Occupational Disease (NRS 617) Report

Output Format \*  
PDF

Date Type \*  
Select...

Start Date \*

End Date \*

Back Submit

**Legal Term Section**

Information provided on WCS web sites is intended to provide immediate access to public information. While all attempts are made to provide accurate, current and reliable information we recognize the possibility of human and/or mechanical error. Therefore, the State of Nevada, its employees, officers, and agencies expressly deny any warranty of the accuracy, reliability or timeliness of any information published by this system. The State of Nevada is not liable for any losses caused by reliance upon the accuracy, reliability or timeliness of such information. Any person who relies upon such information obtained from this system does so at his or her own risk.

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## Report Criteria Section

The reports can be run using a Start and End Date for 3 different Date Types. The Date Types available differ slightly based on the type of report being executed.

1. Claim Denial and Injury (NRS 616) / Occupational Disease (NRS 617) Report:
  - a. Date Accepted/Denied
  - b. Date of Injury/Disablement
  - c. Date C-4 Received
2. Claim Closure and Average Cost per Claim Report:
  - a. Date Claim Closed
  - b. Date of Injury/Disablement
  - c. Date C-4 Received

The Reports can be created in 2 formats for downloading:

1. PDF
2. Excel

## Legal Terms Section

The Legal Terms section contains specifics about the accuracy of the data and the responsibilities of the user regarding the use of the information:

Information provided on WCS web sites is intended to provide immediate access to public information. While all attempts are made to provide accurate, current and reliable information we recognize the possibility of human and/or mechanical error. Therefore, the State of Nevada, its employees, officers, and agencies expressly deny any warranty of the accuracy; reliability or timeliness of any information published by this system and shall not be held liable for any losses caused by reliance upon the accuracy, reliability or timeliness of such information. Any person who relies upon such information obtained from this system does so at his or her own risk.



## Report Output

1. Claim Denial and Injury / Occupational Disease Report (as a PDF):

**Claim Denial Rate/Type of Loss  
by Date Claim Accepted/Denied (11/27/2016-3/2/2017)**

**BOULEVARD INSURANCE COMPANY**  
FEIN: 010471706  
NV Cert #105343

All Claims (Injury & Disease)	# Claims	# Claims Accepted	# Claims Denied	Denial Rate
BOULEVARD INSURANCE COMPANY	9	7	2	22.22%
Private Carrier	14	12	2	14.29%
Self-Insured Employer	0	0	0	NaN
Association of Self-Insured Employers	0	0	0	NaN
Third Party Administrator	0	0	0	NaN
Other	0	0	0	NaN
<b>Total</b>	<b>14</b>	<b>12</b>	<b>2</b>	<b>14.29%</b>

Traumatic Injury (616)	# Claims	# Claims Accepted	# Claims Denied	Denial Rate
BOULEVARD INSURANCE COMPANY	2	2	0	0.00%
Private Carrier	7	7	0	0.00%
Self-Insured Employer	0	0	0	NaN
Association of Self-Insured Employers	0	0	0	NaN
Third Party Administrator	0	0	0	NaN
Other	0	0	0	NaN
<b>Total</b>	<b>7</b>	<b>7</b>	<b>0</b>	<b>0.00%</b>

Occupational Disease (617)	# Claims	# Claims Accepted	# Claims Denied	Denial Rate
BOULEVARD INSURANCE COMPANY	7	5	2	28.57%
Private Carrier	7	5	2	28.57%
Self-Insured Employer	0	0	0	NaN
Association of Self-Insured Employers	0	0	0	NaN
Third Party Administrator	0	0	0	NaN
Other	0	0	0	NaN
<b>Total</b>	<b>7</b>	<b>5</b>	<b>2</b>	<b>28.57%</b>

2. Claim Closure and Average Cost per Claim Report (as a PDF):

**Claim Closure/Average Cost per Claim  
by Date of Injury/Disablement (11/27/2016-3/2/2017)**

**BOULEVARD INSURANCE COMPANY**  
FEIN: 010471706  
NV Cert #105343

All Claims (Med Only & Lost Time)	# Claims Filed	# Closed NRS 616C.235 (1)	# Closed NRS 616C.235 (2)	Total Claims Closed	Average Cost Per Claim
BOULEVARD INSURANCE COMPANY	8	0	0	0	NaN
Private Carrier	161	0	34	34	\$0.00
Self-Insured Employer	0	0	0	0	NaN
Association of Self-Insured Employers	0	0	0	0	NaN
Third Party Administrator	0	0	0	0	NaN
Other	0	0	0	0	NaN
Unknown	2759	37	67	105	\$0.00
<b>Total</b>	<b>2928</b>	<b>37</b>	<b>101</b>	<b>138</b>	<b>\$0.00</b>

Medical Only	# Claims Filed	# Closed NRS 616C.235 (1)	# Closed NRS 616C.235 (2)	Total Claims Closed	Average Cost Per Claim
BOULEVARD INSURANCE COMPANY	6	0	0	0	NaN
Private Carrier	139	0	32	32	\$0.00
Self-Insured Employer	0	0	0	0	NaN
Association of Self-Insured Employers	0	0	0	0	NaN
Third Party Administrator	0	0	0	0	NaN
Other	0	0	0	0	NaN
Unknown	2415	34	66	101	\$0.00
<b>Total</b>	<b>2556</b>	<b>34</b>	<b>98</b>	<b>132</b>	<b>\$0.00</b>

Lost Time	# Claims Filed	# Closed NRS 616C.235 (1)	# Closed NRS 616C.235 (2)	Total Claims Closed	Average Cost Per Claim	Avg Number TTD Days per Claim
BOULEVARD INSURANCE COMPANY	2	0	0	0	NaN	9
Private Carrier	22	0	2	2	\$0.00	20.666666666666667
Self-Insured Employer	0	0	0	0	NaN	667
Association of Self-Insured Employers	0	0	0	0	NaN	NaN
Third Party Administrator	0	0	0	0	NaN	NaN
Other	0	0	0	0	NaN	NaN
Unknown	344	3	1	4	\$0.00	NaN
<b>Total</b>	<b>388</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>\$0.00</b>	<b>20.666666666666667</b>

