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State of Nevada
DEPARTMENT OF BUSINESS AND INDUSTRY
DIVISION OF INDUSTRIAL RELATIONS
WORKERS' COMPENSATION SECTION

MEMO

TO: All Employers, Insurers and Third Party Administrators providing services in Laughlin, NV
FROM: Charles Verre, Chief Administrative Officer
DATE: May 22, 2014
SUBJECT: Response to closure of the UMC Quick Care in Laughlin

The State of Nevada Division of Industrial Relations (DIR) Workers' Compensation Section (WCS) is aware of the intended closure of the University Medical Center (UMC) Quick Care in Laughlin, NV, effective June 1, 2014. As a result, there are very limited options for non-emergent medical care for Nevada's injured employees in Laughlin and the surrounding area. The WCS is concerned about this recent development and understands flexibility is required in assisting the involved parties to continue to provide medical services and manage claims appropriately for injured employees in the Laughlin community.

Workers' compensation is a benefit program that each state administers within its own state boundaries. Jurisdictional authority is given to the regulatory agency to administer these programs statewide. For example, in Nevada, these requirements include limiting treating physicians to those on the Panel of Treating Physicians and Chiropractors and defining maximum reimbursement for services per the Nevada Medical Fee Schedule. All treating doctors are required to be licensed in Nevada and provide non-emergent medical care for injured workers in Nevada. The situation in Laughlin presents a conflict with the Nevada statutes and regulations since non-emergent medical services may need to be provided across the state line in Arizona or California where the DIR WCS does not have jurisdiction. Therefore, the DIR will allow insurers and third-party administrators (TPAs) affected to submit to the DIR Administrator a written request for an exemption to allow their covered injured employees in the Laughlin area to receive non-emergent medical treatment out of state.

Pursuant to NRS 616B.527, self-insured employers, insurers and TPAs may contract with health care organizations to provide medical services. However, as noted above, the DIR WCS does not have jurisdiction outside of Nevada nor does it become involved in contractual disputes between insurers and health care providers. Therefore, the DIR WCS suggests that any contractual agreements with out of state providers include completion of C-4 Forms and timely dissemination to the correct insurer/TPA, provide injured workers with a copy of their rights (D-1 Form), reimbursement to health care providers, billing requirements, prior authorization requirements and dispute resolution/appeal processes. The insurers and TPAs should also consider notifying their bill review companies/payers of these agreements to avoid unnecessary confusion and errors in bill payment. The DIR WCS is willing to provide education and assistance to providers in the Laughlin and the surrounding area as needed.