Nevada Attorney for Injured Workers
-NAIW-
For information regarding denial of benefits, you may contact the Nevada Attorney for Injured Workers (NAIW) at:

1000 E. William Street, Suite 208
Carson City, Nevada 89701
(775) 684-7555
Fax (775) 684-7575

2200 South Rancho Drive, Suite 230
Las Vegas, Nevada 89102
(702) 486-2830
Fax (702) 486-2844

Email Address: naiw@naiw.nv.gov
Website: naiw.nv.gov

What does NAIW do for employees who use its services?
NAIW prepares and presents your case at hearings before the Appeals Officer. It may also represent you at judicial review at the District Court, Court of Appeals or Supreme Court. NAIW may also represent you by preparing or presenting your case to the DIR/WCS if your insurer, employer, third-party administrator or Managed Care Organization does not comply with the Appeals Officer or court order.

Is the NAIW a part of any employer or other insurance company?
No. NAIW is not part of any insurance company or employer; it is a separate State agency within the Department of Business and Industry. NAIW has the autonomy required for its attorneys to appropriately represent injured workers with the same attorney-client privilege as any retained attorney. However, by law NAIW charges no fee for the work done by its attorneys.

What benefits may I be entitled to?
Benefits may include:
* Medical treatment;
* Lost time compensation - Temporary Total Disability/Temporary Partial Disability (TTD/TPD);
* Permanent Partial Disability (PPD);
* Permanent Total Disability (PTD);
* Vocational Rehabilitation;
* Dependent’s payments in the event of death;
* Other claims-related benefits or expenses (i.e., mileage reimbursement)

What Nevada state agencies are involved with workers’ compensation and how do they affect me and my claim?
• DIR/WCS collects information regarding workers’ compensation coverage and enforces the Nevada workers’ compensation statutes and regulations.
  - The Division of Insurance licenses, authorizes and certifies insurers, their agents and administrators. doi.nv.gov
  - The Attorney General’s Fraud Unit investigates and prosecutes workers’ compensation fraud. Contact 1-800-266-8688. http://ag.nv.gov/About/Criminal_Justice/Workers_comp/
• The Hearings Division (Hearing Officer / Appeals Officer) judges you or your employer’s appeal of the insurer’s determination.
• NAIW helps injured workers with their appeals by giving advice on workers’ compensation benefits and procedures, or by being appointed to represent the injured worker at Appeals Officer hearings if the worker, employer, or insurer appeals a benefit issue to settle a grievance.
• Office of the Governor - Consumer Health Assistance offers free assistance to injured workers. They can explain the workers’ compensation process, what forms to use, the appeals process, and medical and lost wage benefits. Contact 1-888-333-1597 or visit their website at http://dhhs.nv.gov/Programs/CHA/

This pamphlet is provided to inform stakeholders of some significant points concerning workers’ compensation insurance in Nevada.
Who can I ask questions about my claim?
Call your employer, insurer, or claims adjuster. Your employer can tell you how to contact the insurer or third-party claims administrator he or she has chosen to handle workers’ compensation coverage. You may also look at the workers’ compensation poster in your employer’s office. [Form D-1/Informational Poster](http://dir.nv.gov/uploadedFiles/dirnvgov/content/WCS/D-1.pdf)

What should I do if I think that my claim is not being handled properly?
Begin by discussing the claim with your supervisor. If you still have questions, contact the claims adjuster for your insurer. If you continue to feel your concerns are not being addressed, contact the DIR/WCS for assistance. In addition, state law requires all insurers to provide appeal rights to the Department of Administration, Hearings Division, that was established to resolve disputes in claims. If you disagree with a claim determination, you may appeal the decision to the Hearing Officer within 70 days from the date of the insurer’s determination or to the Appeals Officer within 30 days of an MCO’s determination. If you still have questions, you may contact the Nevada Attorney for Injured Workers (NAIW) to help you understand the procedure.

Where can I find more information about workers’ compensation?
- Nevada has a comprehensive website: [http://dir.nv.gov/WCS/home/](http://dir.nv.gov/WCS/home/)
- Email: WCSHelp@dir.nv.gov
- Northern District: 775 684-7270
- Southern District: 702 486-9080