State of Nevada
Claims and Regulatory Claims System (CARDS)

INSURER INFORMATION FORM - QUICK STEPS

1. Go to https://CARDS.nv.gov and login to CARDS.

2. Click on the "Forms and Tools" button for the insurer. Choose "Insurer Information Form" from the drop-down menu. You will only see the option in the menu if you have been granted this permission by a CARDS Account Administrator for your company.

3. Complete the form with **insurer contacts** including **addresses, emails and telephone numbers**. WCS does not recommend insurers report TPA contacts in the insurer contact blocks.

4. In the "Related TPAs" section, you will be asked a series of questions regarding claims administration. It is important that this information is accurate and regularly maintained.

   - If the insurer contracts with one (1) or more TPAs to administer Nevada workers' compensation claims, you will be required to "link" them by clicking on the "Add TPA+" button and selecting them from the drop-down menu of licensed TPAs. You will need to enter the effective date(s) of the contracts with the TPA(s) at which time they began administering Nevada workers' compensation claims for the insurer.

   - Do not enter TPA information in the "Claims Office" address block. The "Claims Office" address block is for **in-state insurer claims offices that are not private residences**.

   - If the insurer is a self-insured employer, an association of self-insured employers or a private carrier that is actively writing policies in Nevada, at least one (1) TPA and/or the in-state Claims Office address block is required. If the insurer contracts with one or more TPAs and does not have a separate claims office where the insurer administers its own claims, leave the Claims Office address block blank.

5. Do not enter TPA information in the Location of Records (Physical and Electronic) blocks. These are additional records locations in addition to the TPA(s) and/or Claims Office where claim files may be stored. The Location of Records blocks may be left blank If you do not have other locations where records are stored.

6. Complete and submit the form. Submitting the form creates a "Ticket" that is identified by a ticket number (TKT-###). You will see this ticket number in the Filing History Table on your CARDS Insurer Home page, if you need to refer to your submission when corresponding with WCS staff.

7. If successfully submitted, the status of the form in the Filing History Table will show "Pending" until processed by WCS. Submissions are processed in the order received. Do not submit the same information multiple times as this will create multiple Tickets and cause delays. Once processed by WCS, the Ticket status will change to "Approved" and the updates will be reflected in CARDS. You may be contacted after your Ticket shows as "Approved" if information needs to be verified or in the event errors are discovered.

8. If you need us to expedite the processing of your *Insurer Information Form*, email your request and include the Ticket number from the Filing History Table on your home page to CARDS@dir.nv.gov.

For additional information, click here for the CARDS Web Portal User Manual and visit our CARDS Information Page on our website. Direct questions to CARDS@dir.nv.gov or wcsra@dir.nv.gov.