



**DEPARTMENT OF BUSINESS AND INDUSTRY
DIVISION OF INDUSTRIAL RELATIONS
WORKERS' COMPENSATION SECTION**

Annual Audit Announcement Utilizing CARDS

New Audit Process Implemented via CARDS System

The Audit Unit is pleased to announce a new, more efficient process for issuing audit announcement letters, which will now be facilitated through the CARDS system. This change is effective immediately for the upcoming audit cycle.

Action for Insurers:

When the Insurer is scheduled to be audited, the Compliance Contact identified on the Insurers information form will receive an email from the CARDS system within the next 30 to 60 days, formally notifying them of the audit's commencement. Upon receiving this email, insurers have 30 days to:

- Complete all audit questions directly within the CARDS system.
- Submit all requested claims documentation through the platform.

Key Requirements:

- **Insurer Responsibility:** Insurers are responsible for the timely and accurate submission of all required information.
- **Third-Party Administrators (TPAs):** While TPAs may provide documentation on an insurer's behalf, the insurer must ensure the TPA is properly linked within the CARDS system and has the necessary audit function access.
- CARDS users responsible for responding to audit functions must have the "Audit" permission for insurer users and the Audit- Claim permission for TPA users provided by the CARDS Account Admin for the insurer.

Support Information:

- For questions or issues pertaining to CARDS, please contact cards@dir.nv.gov.
- For general audit-related inquiries, please contact the Audit Unit at wcsaudit@dir.nv.gov.

Training:

A training course on the new audit functions will be available soon.