

State of Nevada Division of Industrial Relations



C-4 Training:

Health Care Provider Responsibilities
&
Coverage Verification

FORM C-4

Employee's Claim for Compensation/
Report of Initial
Treatment

			ORM C-4 TYPE OR	PRINT		
	EMPLOY	EE'S CLAIM - PROV			TON REQUEST	ED
irst Name	M.I.	Last Name	Birthdate		Sex	Claim Number (Insurer's Use Only)
ome Address			Age	Height	Weight	Social Security Number
ity	State		Zip		Telephone	
Mailing Address	City		State	Z	lip	Primary Language Spoken
NSURER		THIRD-PARTY ADMIN	ISTRATOR		Employee's Occupat Disease Occurred	on (Job Title) When Injury or Occupational
Employer's Name/Compa	ny Name					Telephone
Office Mail Address (Num	ber and Street)					
Date of Injury (if applicable)	Hours Injury (if applic	pm Date Employer	Notified		f Work After Injury ional Disease	Supervisor to Whom Injury Reported
Address or Location of Ac		piii				
What were you doing at th	e time of the accident?	(if applicable)				
How did this injury or occu	pational disease occur	? (Be specific and answe	r in detail. U	Jse addition	al sheet if necess	ary)
f you believe that you hav elationship to your emplo		ase, when did you first ha	we knowled	ge of the dis	sability and its	Witnesses to the Accident (if applicable)
elationarip to your emplo	yment					аррисасие)
Nature of Injury or Occupa	ational Disease		Part(s) of	Body Injure	d or Affected	
NDUSTRIAL INSURANCE AND C SURGEON, PRACTITIONER, OR NSURANCE COMPANY, OR OTH	OCCUPATIONAL DISEASES A OTHER PERSON, ANY HOSE HER INSTITUTION OR ORGAN	CTS (NRS 616A TO 616D, INCLU PITAL, INCLUDING VETERANS A VIZATION TO BELEASE TO EAC	USIVE OR CHA ADMINISTRATIO CH OTHER, ANY IS, TREATMEN OTOSTAT OF TH	PTER 617 OF 1 ON OR GOVER	VIRS). I HEREBY AUTH NMENTAL HOSPITAL, OTHER INFORMATIO UNSELING FOR AIDS, ATION SHALL BE AS V	ORDER TO OBTAIN THE BENEFITS OF NEVADA'S ORIZE ANY PHYSICIAN, CHRYPRICIAN, CHRYPRICIAN, CHRYPRICIAN, ANY MEDICAL SERVICE ORGANIZATION, ANY NICULIDING BENEFITS PAID OR PAYABLE, PSYCHOLOGICAL CONDITIONS, ALCOHOL OR ALID AS THE ORIGINAL.
THIS	REPORT MUST BE	COMPLETED AND				OF TREATMENT
					ORKING DAY	OF IREAIMENT
Place		Na	ame of Facili		ORKING DAYS	OF TREATMENT
	Diagnosis and Description	Na of Injury or Occupational Dise		ity		
	Diagnosis and Description		ase Is	there evidend id/or another	ce that the injured en	aployee was under the influence of alcohol at the time of the accident?
Date	Diagnosis and Description		ase Is	there evidend id/or another	ce that the injured er	aployee was under the influence of alcohol at the time of the accident?
Date	Diagnosis and Description		ase Is an	there evidence addor another No	ce that the injured er controlled substance s (if yes, please exp	oployee was under the influence of alcohol at the time of the accident?
Date	Diagnosis and Description		ase Is an	there evident od/or another No □ Ye	ce that the injured er controlled substance s (if yes, please exp ed the patient to ren	aployee was under the influence of alcohol at the time of the accident?
Date Hour Freatment:	Diagnosis and Description		ase is an	there evident d/or another No Ye ave you advis	ce that the injured er controlled substance is (if yes, please exp ed the patient to ren te dates: from	reployee was under the influence of alcohol at the time of the accident? lain) lain off work five days or more?
Date Hour Treatment:	Diagnosis and Description		ase is an	there evidence door another No Ye ave you advis Yes Indical No If no, is	ce that the injured er controlled substance is (if yes, please exp ed the patient to ren te dates: froms the injured employe	inployee was under the influence of alcohol at the time of the accident? lain) ain off work five days or more?
Date Hour Treatment: X-Ray Findings: From information given by the	e employee, together with r	of Injury or Occupational Dise	ase Is an Is	there evidence door another No Ye ave you advis Yes Indical No If no, is	ce that the injured er controlled substance is (if yes, please exp ed the patient to ren te dates: from	inployee was under the influence of alcohol at the time of the accident? lain) ain off work five days or more?
Date Hour Freatment: K-Ray Findings: From information given by the connect this injury or occupation.	employee, together with r	ref Injury or Occupational Dise	ase Is an Is	there evidence door another No Ye ave you advis Yes Indical No If no, is	ce that the injured er controlled substance is (if yes, please exp ed the patient to ren te dates: froms the injured employe	inployee was under the influence of alcohol at the time of the accident? lain) ain off work five days or more?
Date Hour Treatment: X-Ray Findings: From information given by the connect this injury or occupation and the connect this	employee, together with nonal disease as job incurre by a physician indicate	nedical evidence, can you didn't evidence and or evidence on you didn't evidence on you did	Ha If i	there evidence and for another No	ce that the injured er controlled substances of fyes, please exp ed the patient to ren te dates: from the injured employs specify any limitation	inployee was under the influence of alcohol at the time of the accident? lain) ain off work five days or more?
Date Hour Freatment: K-Ray Findings: From information given by the theorement this injury or occupate additional medical care Do you know of any previous	employee, together with nonal disease as job incurre by a physician indicate	nedical evidence, can you didn't evidence and or evidence on you didn't evidence on you did	He la	there evident differ another No	ce that the injured er controlled substance (if yes, please ex- ed the patient to ren ed the patient to ren to dates: from, specify any limitation, specify any limitation.	reployee was under the influence of alcohol at the time of the accident? slain off work five days or more? to
Date Hour Freatment: K-Ray Findings: From information given by the procupation of the pr	employee, together with rional disease as job incurriby a physician indicate bus injury or disease co	nedical evidence, can you didn't evidence and or evidence on you didn't evidence on you did	He la	there evident differ another No	ce that the injured er controlled substances of fyes, please exp ed the patient to ren te dates: from a the injured employ, , specify any limitation	sployee was under the influence of alcohol at the time of the accident? In an off work five days or more? to
Date Hour Treatment: X-Ray Findings: From information given by the connect this injury or occupati is additional medical care Do you know of any previce Date Address City State	employee, together with nonal disease as job incurr by a physician indicate bus injury or disease co	nedical evidence, can you didn't evidence and or evidence on you didn't evidence on you did	He la	there evidence widen another No Yes Indical Yes Indical No If no, it modified duty	be that the injured er controlled substances of if yes, please exp ed the patient to ren te dates: from the injured employer, specify any limitation see? Yes	sployee was under the influence of alcohol at the time of the accident? In an off work five days or more? to
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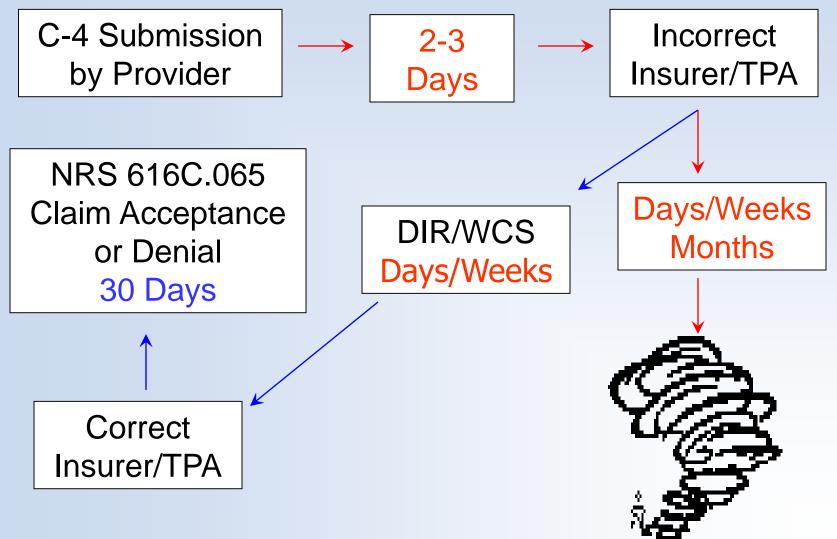
Claim Compensability Decision With Correct Insurer

NRS 616C.040 C-4 Submission by Medical Provider 3 Working Days

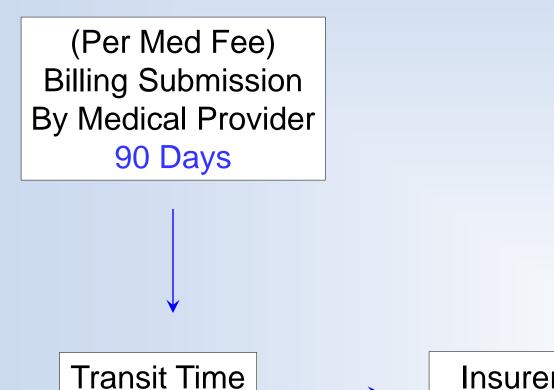
Transit Time
2-3 Days

Insurer/TPA - 30 DAYS: Approve or deny claim

C-4 to Incorrect Insurer/TPA



Provider Payment With Correct Insurer



2-3 Days

Insurer/TPA - 45 Days: Pay or deny medical bill

Form C-4

Employee's Section

EMPLOYEE'S CLAIM FOR COMPENSATION/REPORT OF INITIAL TREATMENT FORM C-4

	EMDL OVE		DE ALL		ATIC	N DEOUEST	ED.	
First Name	M.I.	EE'S CLAIM – PROVI Last Name	Birthdate	NFORMA	AHO		Claim Number (Insurer's Use Only)	
riistivanie	IVI.I.	Last Name	Diffidate			Sex □ M □ F	Claim Number (insurer's Ose Only)	
Home Address			Age	Heigh	t	Weight	Social Security Number	
City	State		Zip			Telephone		
Mailing Address	City	\$	State		Zip		Primary Language Spoken	
INSURER		THIRD-PARTY ADMIN				oloyee's Occupati ease Occurred	ccupation (Job Title) When Injury or Occupational red	
Employer's Name/Compan	y Name				l		Telephone	
Office Mail Address (Numb	er and Street)							
Date of Injury (if applicable)	Hours Injury (if applica	Date Employer	ate Employer Notified Last Day of Work After Injury or Occupational Disease				Supervisor to Whom Injury Reported	
Address or Location of Acc		,,,,						
What were you doing at the	e time of the accident?	(if applicable)						
How did this injury or occup	pational disease occur?	(Be specific and answer	r in detail.	Jse additi	onal	sheet if necess	ary)	
If you believe that you have relationship to your employ		se, when did you first ha	ve knowled	ge of the	disab	oility and its	Witnesses to the Accident (if applicable)	
Nature of Injury or Occupat	ional Disease		Part(s) of Body Injured or Affected				_	
INDUSTRIAL INSURANCE AND OC SURGEON, PRACTITIONER, OR C INSURANCE COMPANY, OR OTHE	CCUPATIONAL DISEASES AC THER PERSON, ANY HOSPI ER INSTITUTION OR ORGAN DISEASE, EXCEPT INFORMA	TS (NRS 616A TO 616D, INCLU TAL, INCLUDING VETERANS A IZATION TO RELEASE TO EAC TION RELATIVE TO DIAGNOSI	JSIVE OR CHA DMINISTRATION H OTHER, ANV IS, TREATMEN	PTER 617 C ON OR GOV ' MEDICAL (T AND/OR (F NRS ERNM OR OT COUNS	S). I HEREBY AUTH ENTAL HOSPITAL, HER INFORMATION SELING FOR AIDS,	ORDER TO OBTAIN THE BENEFITS OF NEVADA'S ORIZE ANY PHYSICIAN, CHIROPRACTOR, ANY MEDICAL SERVICE ORGANIZATION, ANY I, INCLUDING BENEFITS PAID OR PAYABLE, PSYCHOLOGICAL CONDITIONS, ALCOHOL OR ALID AS THE ORIGINAL.	
Date	Place			Employe	e's S	ignature		

Form C-4 Employee's Section

- General Section
 - full name
 - Correct address
 - Correct telephone number
- Employer Section
 - same as above
 - Correct corporate name
 - Correct "Doing Business As" (DBAs)
- Accident or Disease
 - date and time
 - address or location of accident

Emergency Situations

- Healthcare provider fill out Form C-4
- Make notation regarding circumstances and note the person who filled out the Form C-4
- Get injured employee's original signature as soon as possible.

Form D-2 Brief Description of Rights and Benefits

Must be provided to injured employee at time of treatment NRS 616C.095

BRIEF DESCRIPTION OF RIGHTS AND BENEFITS (Pursuant to NRS 616C.050)

Notice of Injury or Occupational Disease (Incident Report Form C-1): If an injury or occupational disease (OD) arises out of and in the course of employment, you must provide written notice to your employer as soon as practicable, but no later than 7 days after the accident or OD. Your employer shall maintain a sufficient supply of the required forms.

Claim for Compensation (Form C-4): If medical treatment is sought, the form C-4 is available at the place of initial treatment. A completed "Claim for Compensation" (Form C-4) must be filed within 90 days after an accident or OD. The treating physician or chiropractor must, within 3 working days after treatment, complete and mail to the employer, the employer's insurer and third-party administrator, the Claim for Compensation.

Medical Treatment: If you require medical treatment for your on-the-job injury or OD, you may be required to select a physician or chiropractor from a list provided by your workers' compensation insurer, if it has contracted with an Organization for Managed Care (MCO) or Preferred Provider Organization (PPO) or providers of health care. If your employer has not entered into a contract with an MCO or PPO, you may select a physician or chiropractor from the Panel of Physicians and Chiropractors. Any medical costs related to your industrial injury or OD will be paid by your insurer.

Temporary Total Disability (TTD): If your doctor has certified that you are unable to work for a period of at least 5 consecutive days, or 5 cumulative days in a 20-day period, or places restrictions on you that your employer does not accommodate, you may be entitled to TTD compensation.

Temporary Partial Disability (TPD): If the wage you receive upon reemployment is less than the compensation for TTD to which you are entitled, the insurer may be required to pay you TPD compensation to make up the difference. TPD can only be paid for a maximum of 24 months.

Permanent Partial Disability (PPD): When your medical condition is stable and there is an indication of a PPD as a result of your injury or OD, within 30 days, your insurer must arrange for an evaluation by a rating physician or chiropractor to determine the degree of your PPD. The amount of your PPD award depends on the date of injury, the results of the PPD evaluation and your age and wage.

Permanent Total Disability (PTD): If you are medically certified by a treating physician or chiropractor as permanently and totally disabled and have been granted a PTD status by your insurer, you are entitled to receive monthly benefits not to exceed 66 2/3% of your average monthly wage. The amount of your PTD payments is subject to reduction if you previously received a PPD award.

Vocational Rehabilitation Services: You may be eligible for vocational rehabilitation services if you are unable to return to the job due to a permanent physical impairment or permanent restrictions as a result of your injury or occupational disease.

Transportation and Per Diem Reimbursement: You may be eligible for travel expenses and per diem associated with medical treatment.

Reopening: You may be able to reopen your claim if your condition worsens after claim closure.

Appeal Process: If you disagree with a written determination issued by the insurer or the insurer does not respond to your request, you may appeal to the Department of Administration, Hearing Officer, by following the instructions contained in your determination letter. You must appeal the determination within 70 days from the date of the determination letter at 1050 E. William Street, Suite 400, Carson City, Nevada 89701, or 2200 S. Rancho Drive, Suite 210, Las Vegas, Nevada 89102. If you disagree with the Hearing Officer decision, you may appeal to the Department of Administration, Appeals Officer. You must file your appeal within 30 days from the date of the Hearing Officer decision letter at 1050 E. William Street, Suite 450, Carson City, Nevada 89701, or 2200 S. Rancho Drive, Suite 220, Las Vegas, Nevada 89102. If you disagree with a decision of an Appeals Officer, you may file a petition for judicial review with the District Court. You must do so within 30 days of the Appeal Officer's decision. You may be represented by an attorney at your own expense or you may contact the NAIW for possible representation.

Nevada Attorney for Injured Workers (NAIW): If you disagree with a hearing officer decision, you may request that NAIW represent you without charge at an Appeals Officer Hearing. For information regarding denial of benefits, you may contact the NAIW at: 1000 E. William Street, Suite 208, Carson City, NV 89701, (775) 684-7555, or 2200 S. Rancho Drive, Suite 230, Las Vegas, NV 89102, (702) 486-2830

To File a Complaint with the Division: If you wish to file a complaint with the Administrator of the Division of Industrial Relations (DIR), please contact the Workers' Compensation Section, 400 West King Street, Suite 400, Carson City, Nevada 89703, telephone (775) 684-7270, or 1301 North Green Valley Parkway, Suite 200, Henderson, Nevada 89074, telephone (702) 486-9080.

For assistance with Workers' Compensation Issues: you may contact the Office of the Governor Consumer Health Assistance, 555 E. Washington Avenue, Suite 4800, Las Vegas, Nevada 89101, Toll Free 1-888-333-1597, Web site: http://govcha.state.nv.us, E-mail cha@govcha.state.nv.us

Form C-4 Medical Provider's Section

THIS DEPORT MIST BE COMDITTED AND MAILED WITHIN 2 WORKING DAYS OF TREATMENT

Place	Name of Facility							
Date	Diagnosis and Description of Injury or Occupational Disease			Is there evidence that the injured employee was under the influence of alcohol and/or another controlled substance at the time of the accident? □ No □ Yes (if yes, please explain)				
Hour				L 140 L 165 (II yes, piease expiairi)				
Treatment:				Have you advised the patient to remain off work five days or more?				
				☐ Yes Indicate dates: from to				
X-Ray Findings:				□ No If no, is the injured employee capable of: □ full duty □ modified duty If modified duty, specify any limitations/restrictions: □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □				
		er with medical evidence, can you di o incurred?	irectly					
Is additional medical care by a physician indicated? $\ \square$ Yes $\ \square$ No								
Do you know of any previous	ous injury or dise	ase contributing to this condition	n or occu	pational disease?	Yes □ No (Explain if yes)			
Date				tify that the employer's copy of				
			this for	m was mailed to				
Address					INSURER'S USE ONLY			
City State	Zip	Provider's Tax I.D. Number	Telephone					
Doctor's Signature		Degree						
ORIGINAL – TREATING P	HYSICIAN OR CH	IROPRACTOR PAGE 2 – INSU	URER/TPA	N PAGE 3 – EI	MPLOYER PAGE 4 – EMPLOYEE Form C-4 (rev.10/07			

Doctors Responsibilities: Form C-4 Submission

- Within 3 working days, complete and file Form C-4 with employer and CORRECT insurer
- Must be on form prescribed by Division of Industrial Relations (DIR)
 - C-4s are available on the WCS website: dir.nv.gov/WCS/Home/
- Maintain sufficient supply of appropriate forms
- Fines for untimely or incomplete form submission (exceptions for out of state injuries)

Employers' Workers' Compensation Coverage Verification Service (CVS)

http://dir.nv.gov/WCS/Home/

System users include:

- injured employees
- healthcare providers
- insurers/Third-Party Administrators (TPAs)
- attorneys
- general contractors
- public

Limitations

- Includes only employers with private insurance carriers
- Does NOT include employers that are self-insured, part of an association or uninsured
- Use Date of Injury
- Quality of information directly affected by the information provided by the carriers

A search resulting in **NO MATCHES** on CVS does not necessarily indicate that coverage does not exist

Steps For Obtaining Insurance Information

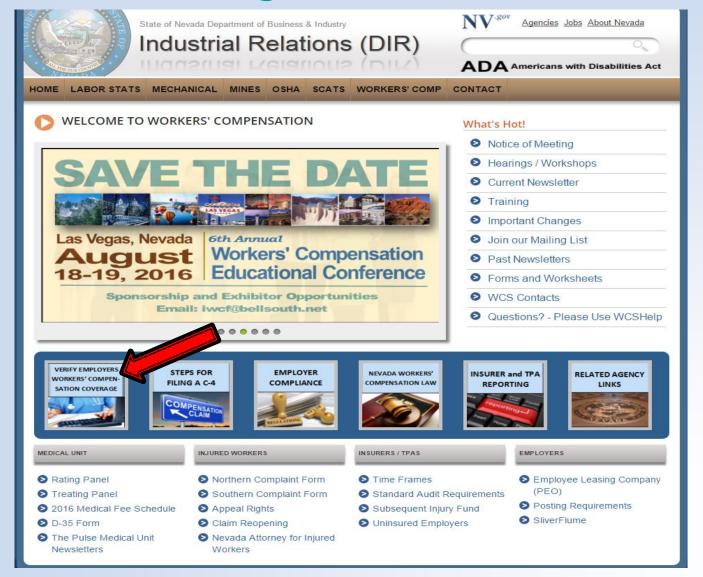
Step 1 Ask injured employee, if possible. **Verify employer name, address and phone number.**

Step 2 Use the Coverage Verification Service (CVS) on the WCS website: http://dir.nv.gov/WCS/Home/

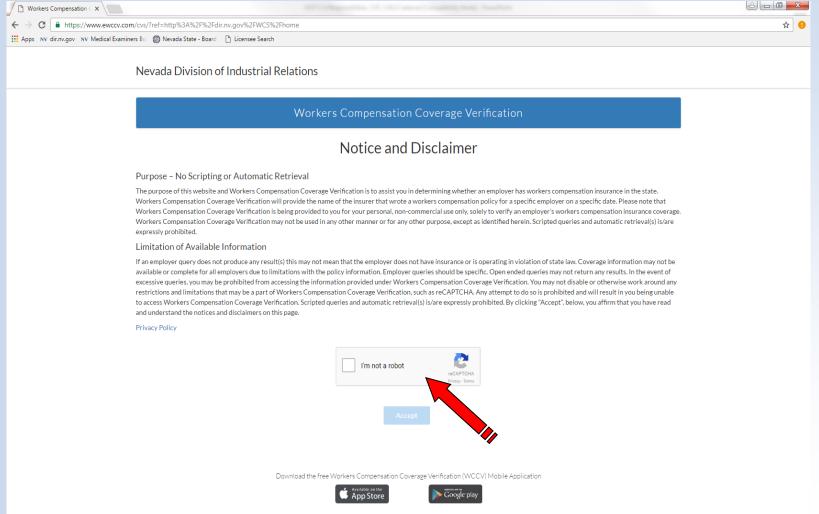


Coverage Verification Service (CVS)

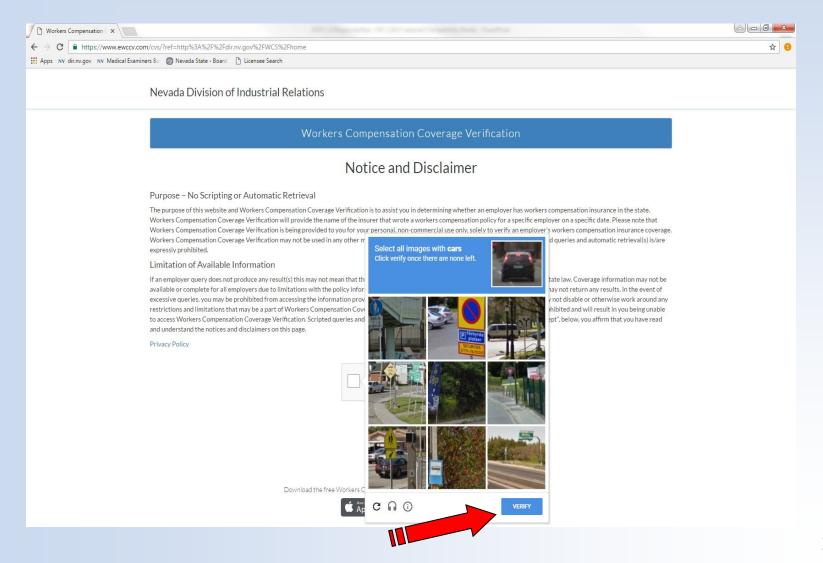
dir.nv.gov/WCS/Home/



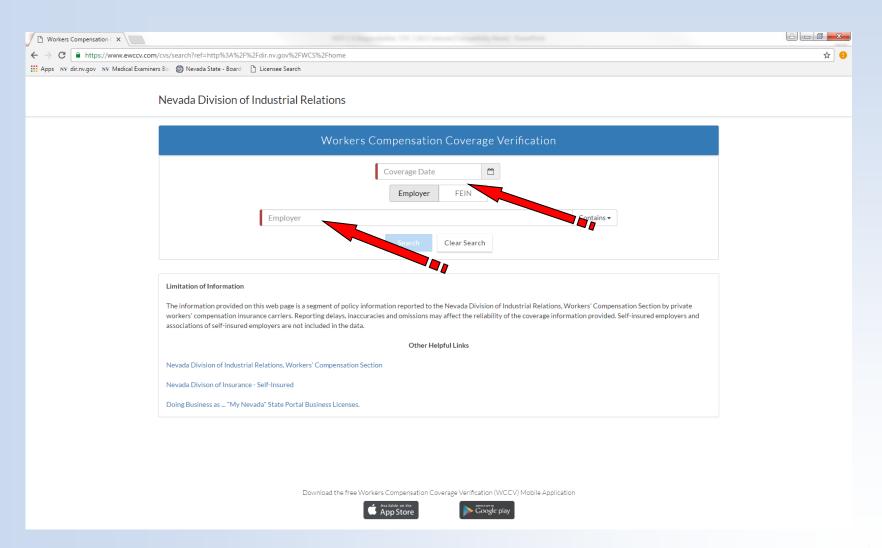
CVS Notice & Disclaimer Page



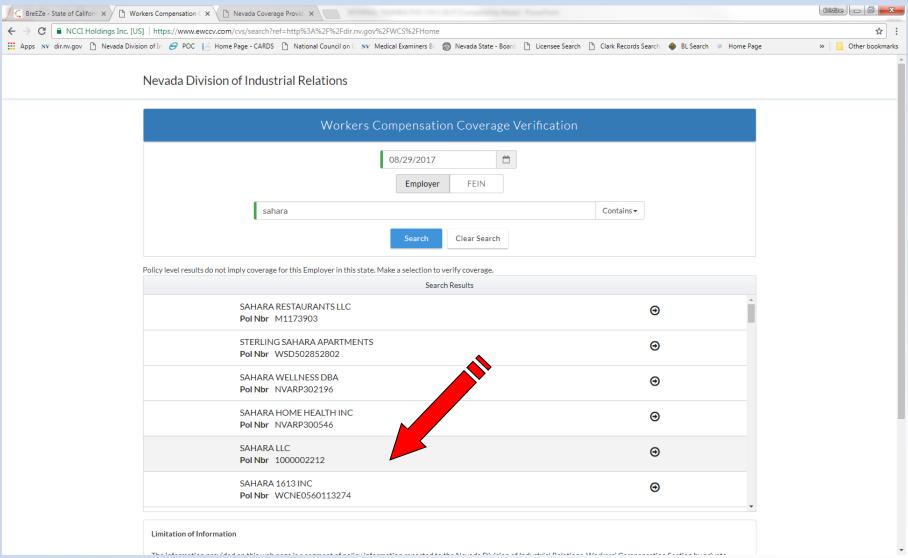
CVS Captcha Page



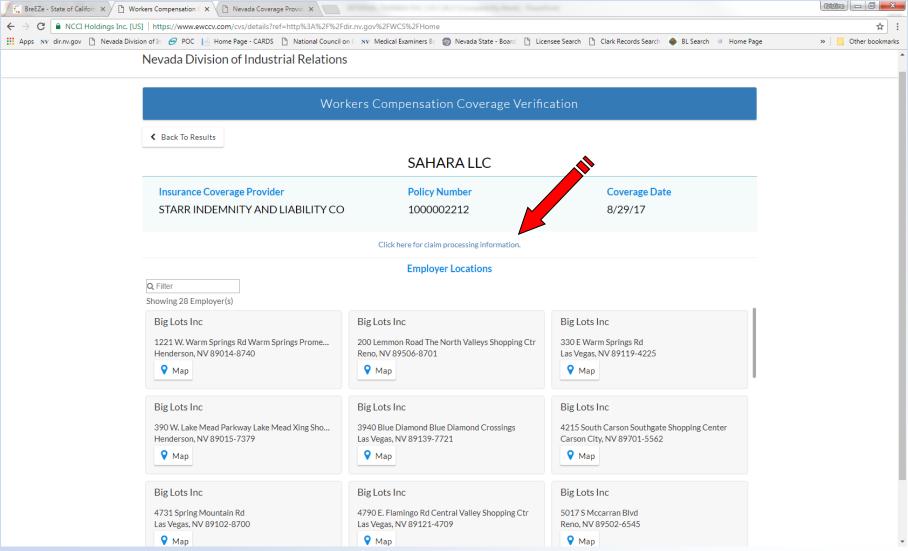
Date of Injury/Employer Information



Policy Information



Policy/TPA Information



TPA Information



Always scroll down for additional TPA information

Must contact each TPA listed to identify correct TPA²²

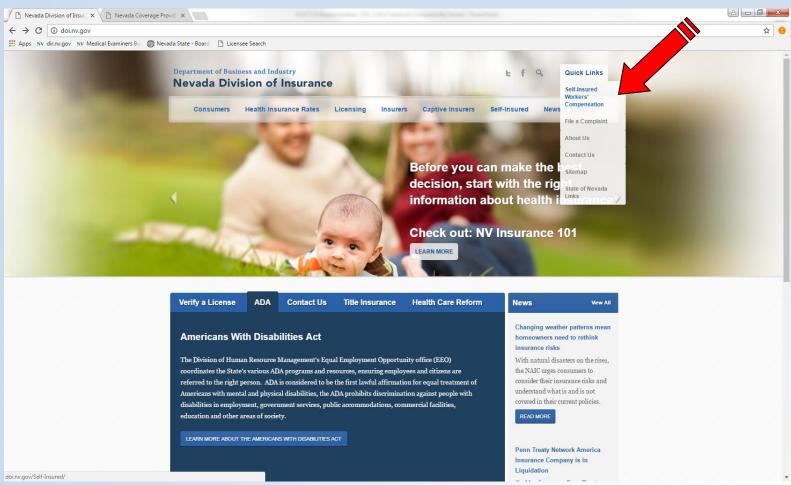
Steps For Obtaining Insurance Information (Cont.)

Only needed if unable to locate insurer/TPA on CVS – otherwise, skip to Step 4.

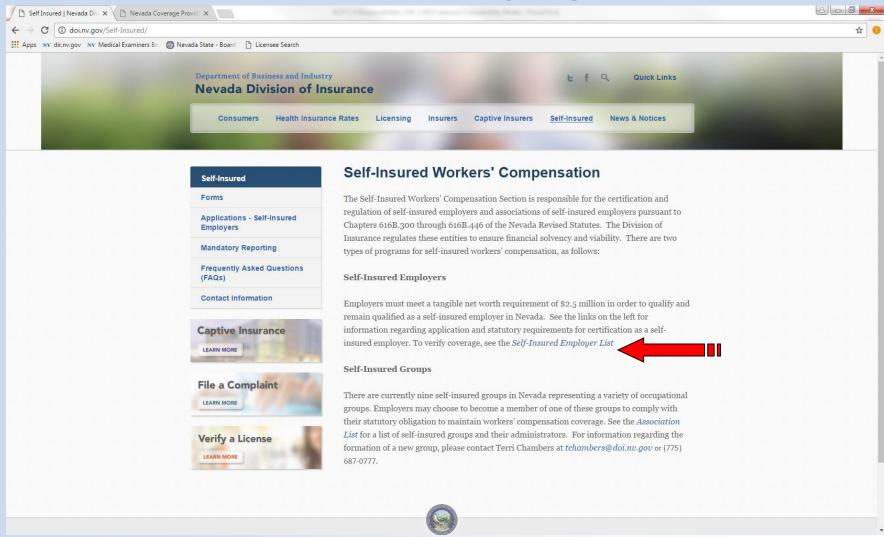
Step 3 Go to the Division of Insurance (DOI) website at http://doi.nv.gov/. Select "Help Me Find..." tab to locate "Self-insured Workers' Compensation." Select either "Self-Insured Company" or "Association List" tab.

Division Of Insurance -Self Insured/Association Lists

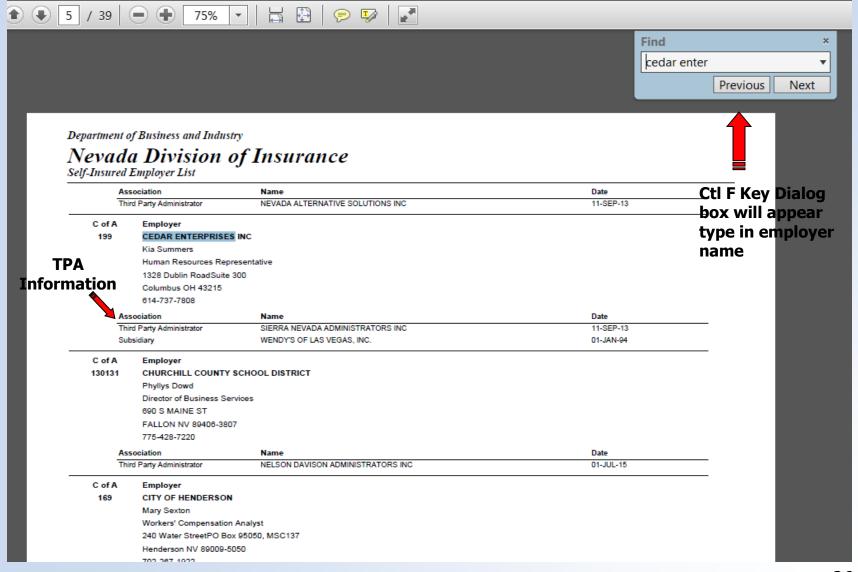
http://doi.nv.gov/



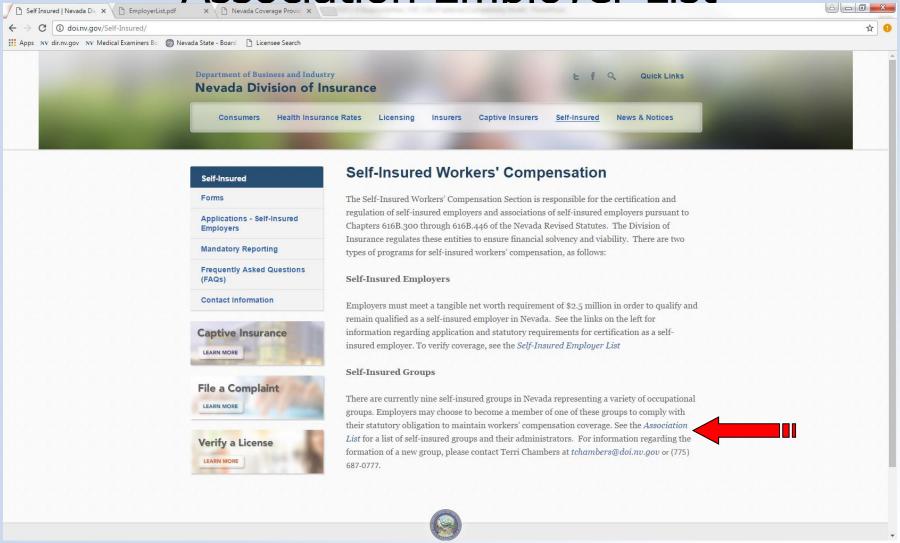
Self-insured Employer List



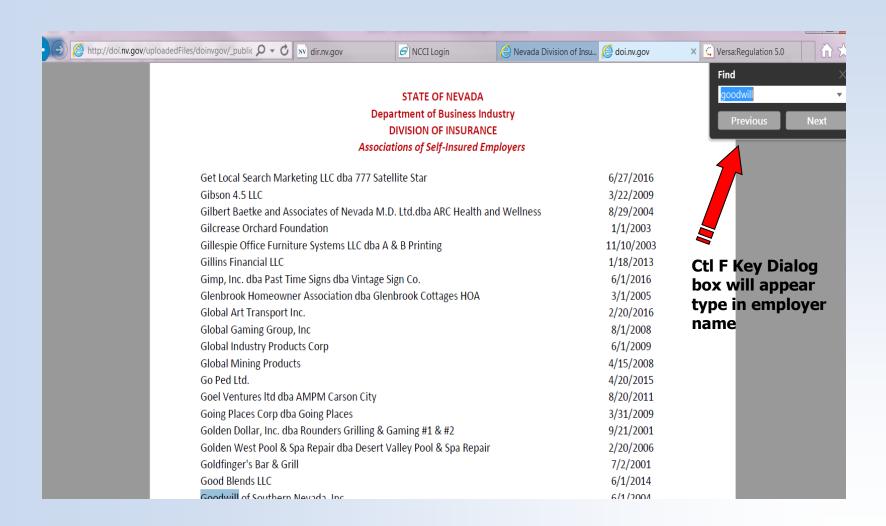
Self-insured Contact Information



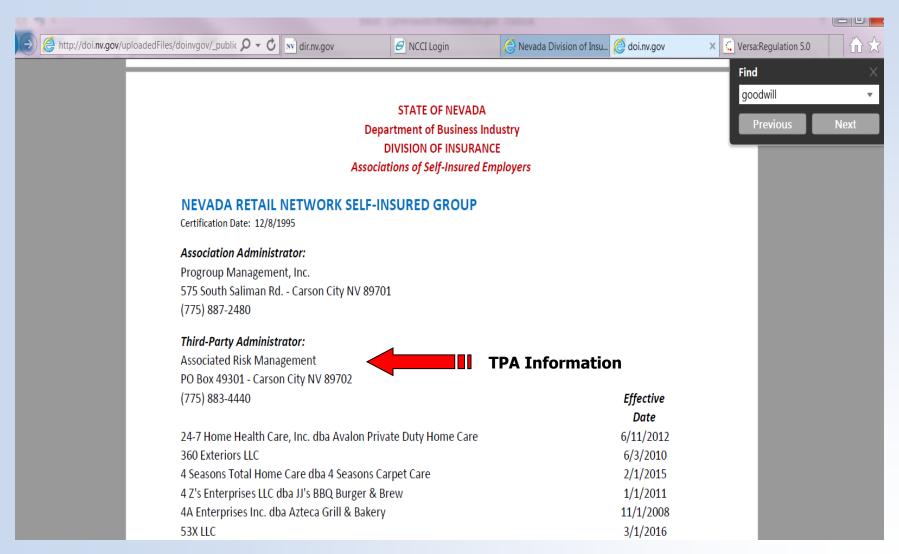
Association Employer List



Association List



Scroll Up for TPA Information



Steps For Obtaining Insurance Information (Continued)

Step 4 ALWAYS verify coverage with correct TPA/insurer before sending C-4.

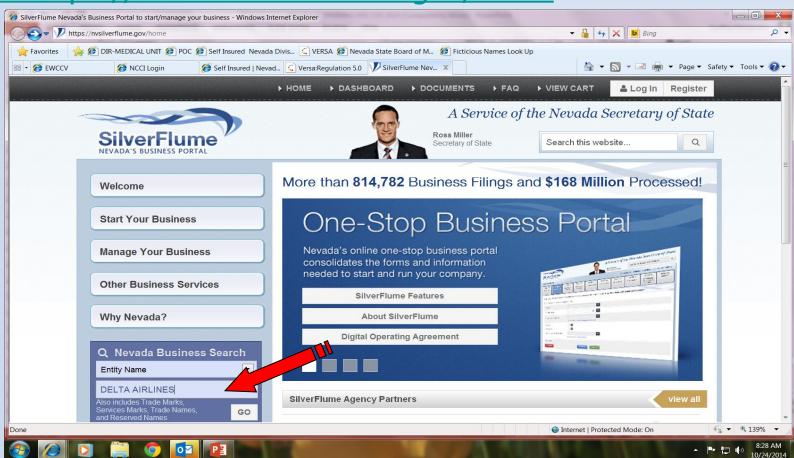
Step 5 If unable to locate TPA thru CVS or self-insured systems, contact employer. Document employer responses.

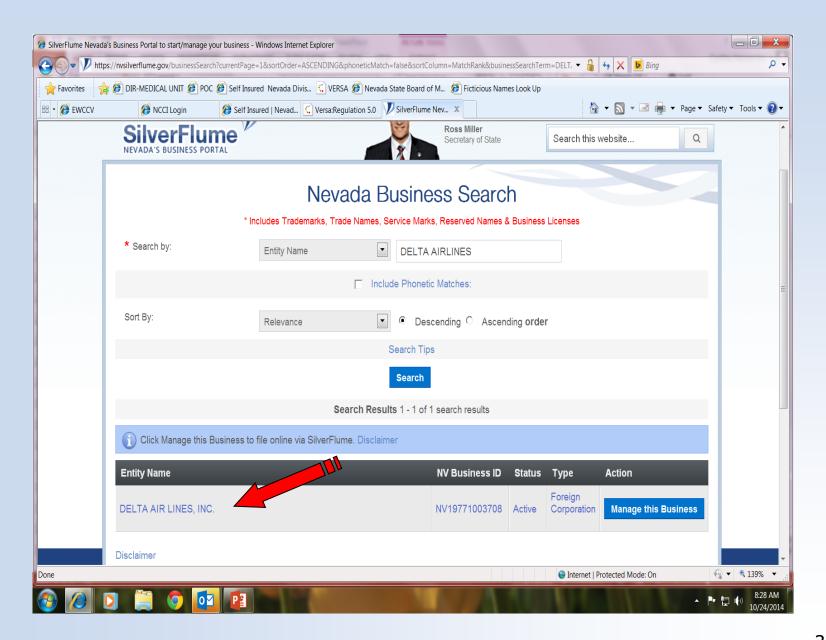
Step 6 If unable to locate coverage information after following above steps, call **WCS** Henderson at (702) 486-9080. If **WCS** unable to locate coverage over the telephone, you will be directed to forward copy of Form C-4 and verification documentation to Henderson office for further investigation.

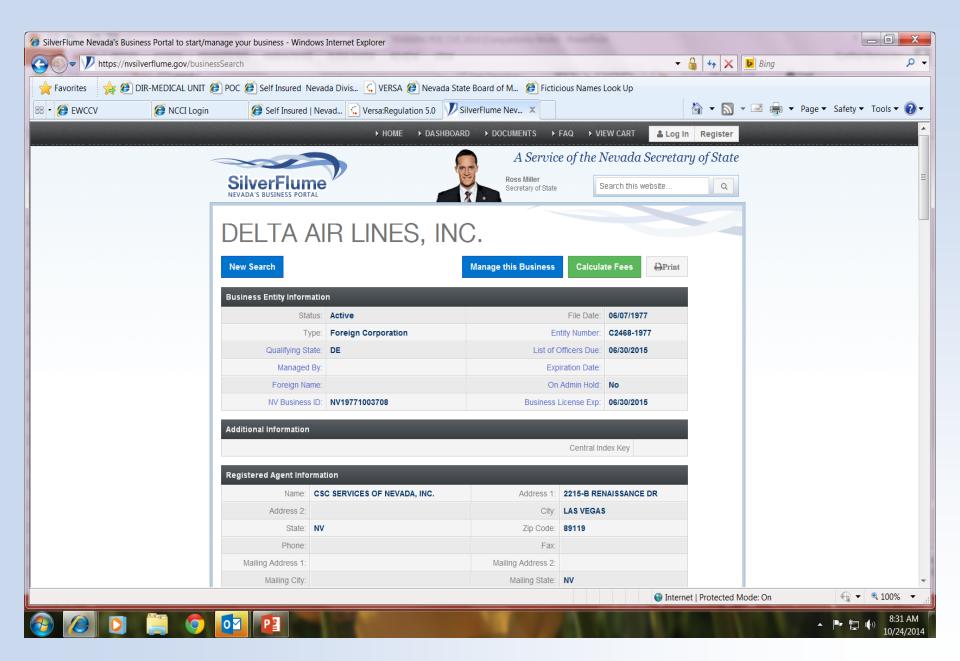
Other helpful links for additional employer information if needed

Nevada Silverflume

https://www.nvsilverflume.gov/home

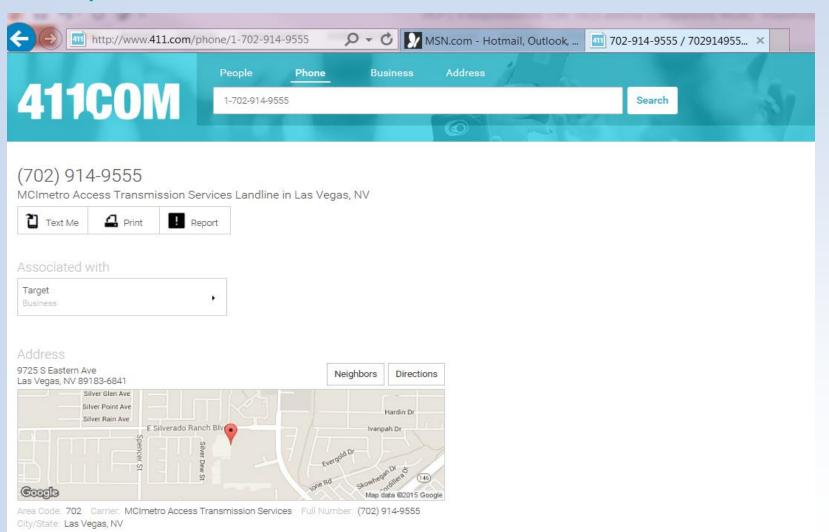






• 411.com

http://www.411.com/



Federal Government Claims

For all federal government employee claims, contact:

U.S. Department of Labor (DoL)

Office of Workers' Compensation Programs (OWCP)

P O Box 8300

London, KY 40742-8300

(415) 241-3300

http://www.dol.gov/owcp/

Questions?



Contacting WCS Medical Unit

Henderson Office

(702) 486-9080

Fax (702) 990-0363

Katherine Godwin, RN, BSN (702) 486-9104

kgodwin@business.nv.gov

Linda Torres (702) 486-9122

Itorres@business.nv.gov

Carson City Office

(775) 684-7270

Fax (775) 687-6305

Kathy Stoner, RN, CCM

(775) 684-7275

kstoner@business.nv.gov

Terri Mills (775) 684-7272 tmills@business.nv.gov

