



NEVADA WORKERS' COMPENSATION CHRONICLE

Division of Industrial Relations Fall Edition
(September 2026 — November 2026)

Department of Business & Industry
A Publication of the Workers' Compensation Section

This newsletter is not intended to provide legal advice to the reader. Legal opinions or interpretations of statutes and regulations referenced should be sought from legal professionals.

Nevada Workers' Compensation Changes Take Effect October 1, 2026, Important Update for Employers Statewide



Nevada is preparing for significant updates to workers' compensation rating, payroll calculations, and loss costs effective October 1, 2026, as required under Senate Bill 317 (SB 317). These upcoming changes will impact how premiums are calculated for new and renewal policies across the state.

Statewide Loss Cost Reduction

Beginning October 1, Nevada will implement a 32.8% decrease in workers' compensation loss costs, aligning statewide rates with updated payroll and wage data. Employers may see adjustments to premiums on policies effective on or after this date.

New Payroll Cap Based on State Average Wage

SB 317 replaces the long-standing \$36,000 payroll cap with a new cap tied to Nevada's average wage. As a result, the payroll cap will rise dramatically to \$98,433.60 for new and renewal policies effective October 1, 2026. This shift aligns payroll calculations with actual statewide wage levels and may significantly influence premium outcomes.

What This Means for Your Business

These changes may alter how your workers' compensation premiums are calculated. Carriers, agents, and brokers are encouraged to review their systems and workflows now to ensure the updated payroll cap is applied correctly for eligible policies. For specific policy or rating questions, please contact your insurance carrier or the Nevada Division of Insurance.

Continued on page 5

Data Call Reminders

Claims Expenditure and Premium Data Webform Data Call Reminder

All Nevada Workers' Compensation Insurers are required to submit claims expenditure data and earned premium data by **August 31, 2026** for the period of **January 2026 - June 2026** to the Nevada Department of Business and Industry, Division of Industrial Relations. This data will be used to calculate the Workers' Compensation Assessment. An email was delivered to all insurers on July 31, 2026 that included instructions on how to provide this information in

Continued on page 8

Inside this Issue

- ◇ Data Call Reminders **1 & 8**
- ◇ CARDS Corner..... **2**
- ◇ Medical Unit **3-5**
- ◇ Reporting Reminders.....**6**
- ◇ Audit & Benefit Penalty Unit..... **7**
- ◇ ECU's article (sweeps) **9**
- ◇ Welcome Aboard! & Farewell **10-13**

CARDS CORNER

Improving The CARDS Experience

Following the updates highlighted in the Summer edition of CARDS Corner, the Workers' Compensation Section (WCS) continues to work with users and internal teams to identify and address opportunities to improve CARDS. Upcoming and recent enhancements focus on improving data accuracy, system notifications, processing times, and access to information throughout the portal.

Insurer Information Form Improvements

Additional improvements are being made to the Insurer Information Form to improve the user experience when completing and submitting information through CARDS. More information regarding these changes will be provided as updates become available.

Claim Record FTP Import Improvements

Updates are also being made to the FTP import process for claim records. These changes will address filtering issues that have resulted in certain information being omitted from imported claim records. The improvements are intended to provide more complete and consistent claim information within CARDS.

Audit Notifications and Record Access

Email notifications associated with audit transactions and findings will be updated to better align with the access rules applied to audit records in CARDS.

Audit records are accessible only to the insurer and TPA associated with the applicable claim. Notification logic will be updated to reflect these same access rules so that audit-related communications are directed to the appropriate parties.

D-35 Request Processing

WCS is addressing an issue affecting D-35 requests that can result in approximately a two-day delay in processing. Improvements are being made to help reduce this delay and improve the timeliness of D-35 request processing.

Filing History Permissions

A permissions issue that prevented some users from viewing their Filing History is also being addressed. Correcting this issue will help ensure authorized users are able to access their filing information as intended.

Monetary Assessment Notifications

CARDS will also be updated to address invoice banner notifications associated with \$0 monetary assessments. Users with a \$0 assessment should no longer receive an invoice banner indicating that an invoice requires their attention.

Continued CARDS Improvements

WCS continues to review user feedback, system behavior, and business processes to identify opportunities to improve CARDS. These updates are part of the ongoing effort to improve system reliability, usability, and access to accurate information.

For technical issues, system feedback, or suggestions for future enhancements, please contact the CARDS Support Team at CARDS@dir.nv.gov.

Recognizing the WCS Medical Unit Team's Work in Rating and Treating Panel Providers

Addressing recruitment challenges

The number of available medical rating physicians has been falling, especially in specialized fields in Nevada. This shortage presents challenges in serving Nevada injured workers, particularly in those rural areas. Additionally, many existing rating physicians are nearing retirement or reducing the number of exams they perform.

Recruiting goals

The Workers' Compensation Section focuses not only on increasing the number rating and treating providers, but also on ensuring that a diverse group of medical professionals is available to serve injured workers across Nevada. DCs, DOs, and MDs must be in good standing with the Nevada Medical Board, and may specialize in fields such as:

- ⇒ Physical medicine
- ⇒ Occupational medicine
- ⇒ Orthopedic surgery
- ⇒ Ear, nose, and throat specialists
- ⇒ Endocrinologists
- ⇒ Psychiatry

Recruiting efforts and achievements

To improve recruitment, our Medical Unit team has increased outreach and communication strategies. The team is led by Chief Compliance Coordinator RN, Hilda Dias, and Compliance Specialist RNs, Ashely Bennett and Melinda Vulgamore. The Medical Unit team developed a new email address for applications medpan-elapps@dir.nv.gov, new recruitment materials, email templates, and phone scripts to optimize communication. Its outreach efforts have included cold-calling providers, on-site visits and attending conferences.

Since January 1, 2026, team members have attended two conferences, with additional events planned for 2026. Their efforts have resulted in:

- ⇒ Potential raters and treaters in urgently needed specialties
- ⇒ The onboarding of 59 new treating providers
- ⇒ The onboarding of 14 new rating providers



Rater compliance

The Medical Unit (MU) continues its efforts to ensure rating physicians meet the updated eligibility requirements by July 1, 2026. Through targeted outreach, including email reminders, certified letters, and follow-up phone calls, the MU has significantly increased compliance. As a result of these efforts, the number of rating physicians who have met the new requirements has risen from 41 to 93. Additional outreach is planned in the coming months to support full compliance by July 1, 2026.

Eligibility Requirements for Rating Panel Physicians Effective July 1, 2026 (NAC 616C.021)

1. Possess at least 3 years of experience in industrial health in private practice.
2. Successfully complete a course on the AMA Guides, 5th Edition. Administrator-approved courses include: American Academy of Expert Medical Evaluators (AAEME) AMA Guides, 5th Edition Course: <https://testing.wpirs.com/>
American Board of Independent Medical Examiners (ABIME) AMA Guides, 5th Edition Course: <https://abime.org/>
3. Pass the Nevada Impairment Rating Skills Assessment Test (NIRSAT) with a score of 75% or higher. AAEME NIRSAT: <https://testing.wpirs.com/>
4. Successfully complete a course on Form D-9c. AAEME Nevada Impairment Rating of Stress Disorders

Recognizing the WCS Medical Unit Team's Work in Rating and Treating Panel Providers

Seminar: <https://testing.wpirs.com/> Certificates of achievement and completion must be submitted to the Medical Unit (MU) at medpanels@dir.nv.gov by June 30, 2026.

Get involved

We are still in need of treating and rating providers. If you or someone you know is ready to make a positive effect on Nevada's workers' compensation system and interested in becoming a rating or treating provider, please reach out. WCS continues to seek dedicated professionals to join our panels. You can find more information on becoming a provider on our Medical Provider webpage http://dir.nv.gov/WCS/Medical_Providers/

State of Nevada Adopts ODG Drug Formulary Under Senate Bill 317

Continued from page 1

The State of Nevada has officially adopted the Official Disability Guidelines (ODG) Drug Formulary as required by Senate Bill (SB) 317 [SB317 EN.pdf](#), becoming the 13th state to use an ODG tool in its workers' compensation system.

SB317, passed in the 2025 Legislative Session, directs the Division of Industrial Relations (DIR) to implement an evidence-based prescription drug formulary to improve treatment consistency and outcomes. The ODG Drug Formulary was formally adopted on September 9, 2025, with full implementation scheduled for July 1, 2027.

The formulary promotes standardized, evidence-based prescribing, reduces variations in treatment, and supports cost-effective medication choices. It also streamlines approvals, helping providers focus on patient care.

The adoption of the ODG Drug Formulary is a major step forward in making Nevada's workers' compensation system more efficient and patient-centered. Aligning treatment with evidence-based guidelines, will reduce delays and ensure injured workers receive the right care at the right time.

The basic formulary is available at <https://www.odgbymcg.com/state-formulary>. Once fully implemented, it will apply to all non-emergency outpatient services, with insurers able to approve exceptions. Denied requests may be appealed through the Nevada Hearings Division.

Upcoming Training

Educational Session: "The Use of the ODG Drug Formulary in the Nevada Workers' Compensation System" Presented **September 17, 2026** at **Palace Station Hotel & Casino, Las Vegas**.

Speaker: Troy Prevot, MBA, PA-C, ATC, Associate Vice President, ODG Strategic Solutions and Regulatory Affairs Part of the 14th Annual Nevada Workers' Compensation Educational Conference.

For questions, contact the Workers' Compensation Section Medical Unit at 702-486-9080 or medun-it@dir.nv.gov.

Upcoming Training Opportunities

The State of Nevada Workers' Compensation Section (WCS) is pleased to offer the following quarterly training in October 2026, hosted virtually via Microsoft Teams.

To register, click on the training title below and complete the online registration:

- ⇒ [Workers' Compensation and Nevada Employers](#) - Wednesday, October 7, at 11:00 a.m. PST
- ⇒ [C-4 Form Healthcare Provider Responsibilities and Coverage Verification Service](#) - Wednesday, October 14, at 11:00 a.m. PST
- ⇒ [Deep Dive into D-35](#) - Wednesday, October 21, at 11:00 a.m. PST
- ⇒ [Medical Billing](#) - Wednesday, October 28 at 11:00 a.m. PST

For assistance, please contact the WCS Medical Unit at medunit@dir.nv.gov.



Nevada Workers' Compensation Changes Take Effect October 1, 2026, Important Update for Employers Statewide

Continued from page 1

Learn More

To support employers in understanding SB 317 and its impact, the following resources are available:

- Full text of SB 317 via the Nevada Legislature [SB317](#).
- NV video [State of the Line - Nevada's Story](#) -National Council on Compensation Insurance (NCCI)
- Information page [Nevada Payroll Cap and Premium Changes Under Senate Bill 317](#) -National Council on Compensation Insurance (NCCI)
- FYIplus <https://dir.nv.gov/uploadedFiles/dirnv.gov/content/WCS/ImportantDocs/FYI-DR-NV-2026-01.pdf> - National Council on Compensation Insurance (NCCI)

We encourage employers to review these materials to prepare for these important statewide change

Top 5 Nature of Injury and Cause of Injury Workers' Comp Claims

Nevada Claims Processed in CARDS between June 1, 2026 and August 31, 2026:

TOP 5 ACCEPTED NATURE OF INJURY	Percent of Total Reported	TOP 5 ACCEPTED CAUSE OF INJURY	Percent of Total Reported
1.Strain or Tear	27.35%	1.Lifting	8.33%
2.Contusion	14.57%	2.Fall, Slip or Trip, NOC	7.21%
3.Laceration	13.93%	3.Strain or Injury By, NOC	6.38%
4.Sprain or Tear	12.78%	4.Object Being Lifted or Handled	6.17%
5.Puncture	4.89%	5.Cut, Puncture, Scrape, NOC	5.51%

REPORTING REMINDERS

Visit our [Insurer-TPA Reporting](#) page on the WCS website for the most up-to-date reporting information!

Recently Due:

- **FY26 Claims Activity Report webform opened in CARDS on 7/15/2026 and was due 9/1/2026.** Insurer State Reporting contacts received an email notice of the data call on 7/16/26. This form must be submitted in CARDS for each insurer by the insurer – TPAs may not submit the report on behalf of their client insurers. Insurers with no claims activity during the year must submit the form indicating no activity. **Insurers that have not submitted their FY26 Claims Activity Report should do so as soon as possible.**

Ongoing Reporting:

- **Insurer and TPA Information Forms are required to be completed in the Claims and Regulatory Data System (CARDS) web portal as soon as possible but within 30 days of changes.** The forms provide WCS with required contact information. It is also the way insurers “link” their TPA(s) in the system. **Maintaining current contact information in CARDS ensures that insurers and TPAs will receive important notifications including assessment invoices, administrative fines, and reporting and payment due dates.**

Important Information Form Reminders:

- ⇒ **TPAs** may **not** submit **Insurer Information Forms** on behalf of their client insurers.
- ⇒ **Insurers:** Be sure to maintain your TPA affiliations current, including start and end dates. If you no longer contract with a TPA simply enter the end date of the relationship. Failure to maintain relationships accurately affects the security and confidentiality of claims data of your insureds.
- ⇒ **Insurer CARDS Account Administrators:** If you change or remove a TPA affiliation, remember to **delete TPA users** from your TPA Users Table. If you add a new TPA, **add new TPA users** and provide them with appropriate permissions. (Select “User Access” from the Forms and Tools menu.)

Tips for successful submission:

- ⇒ Use Chrome or Edge as your browser
- ⇒ Disable your browser’s auto-fill or auto-complete feature before accessing the form
- ⇒ Manually enter all required information instead of selecting saved entries
- ⇒ Ensure that all details are entered under the “In-State Office” section of the form (even if it doesn't apply to you: entering "N/A" or out of state office information will suffice the requirement)
- ⇒ Ensure the box for "Check here if no changes are required" if no data regarding TPA's is changed (This applies to insurers who operate without TPA's)
- ⇒ Completing the form this way should allow it to process correctly without errors.

- **OD-8 Occupational Disease Claims** - WCS has delayed implementation of submission of OD-8s in the CARDS portal until further notice. **Insurers and TPAs should continue submitting OD-8s using the existing [OD-8 form](#) and email them to wcsra@dir.nv.gov.** OD-8 forms submitted for claims that have not been successfully indexed in CARDS via the D-38 webform or flat file will be rejected, and the submitter will be required to resubmit the OD-8 after the claim has been successfully indexed in CARDS and no data discrepancies are identified. Additionally, WCS will be reaching out to insurer and TPA submitters to resolve data discrepancies identified between D-38 and OD-8 data previously submitted.
- **Proof of Coverage Policy Reporting** - Per NRS 616B.461 and NAC 616B.100-148, **private carriers** writing Nevada workers' compensation policies must report proof of coverage data to [National Council on Compensation Insurance \(NCCI\)](#).
 - ⇒ Effective 7/1/24, “Claims Administrator FEIN” is required to be reported on all policies with effective dates 9/1/24 or later.
 - ⇒ Insurers are reminded that nonrenewal transactions are required to be reported for Nevada policies.
 - ⇒ See [NCCI Circular - POC-NV-2024-01 - Proof of Coverage \(POC\)](#) for more information.

WE ARE HERE TO HELP!

Changing TPAs?

What Insurers Need to Know

Audit Fiscal Year 2026 will commence in October, continuing the use of the CARDS automated process to distribute Nevada 5-Year Audit Entrance Letters. This will be the second year that insurers and TPAs utilize CARDS for audit participation and documentation submission.

Upon selection for audit, insurers will receive an official email notification requiring their participation. This notification will include a link to the CARDS system, where all requested claim documentation must be submitted within 30 days.

Access and Permissions in CARDS

- Insurer users must have the “Audit” permission, which can only be assigned by an insurer administrator.
- Permissions are managed within the User Access Management page under the Forms and Tools menu.
- Assigning the “Audit” permission provides access to the Audit Dashboard and all associated audit webforms.
- Insurer administrators may also grant TPA users the “Audit-Claim” permission, allowing them to upload documentation for the specific claims with which they are directly associated.
- TPA users granted “Audit-Claim” permission will have access to the Audit Dashboard and the Audit-Claim webform for those designated claims.

Audit Response Webform

The Audit Response Webform is accessible from the Audits tab and allows users to:

- Upload relevant policies and procedures.
- Enter the total number of claims filed during the audited fiscal year. Insurers and TPAs should ensure the claim count reported is accurate. If the number differs from what appears in CARDS, an explanation will be required.

Once the Audit Response Webform is submitted, the audit status will display as “Submitted.” At that point, users may begin uploading documentation for each selected claim.

For every claim selected for audit, insurers must upload all required documentation—including proof of receipt—corresponding to the document types listed in the Instructions section of the webform. When all required documents have been attached, users must mark the claim submission as Complete.

Top Complaints Received Since January 1, 2026

The Division has identified the following as the three most frequent compliance complaints received during the current calendar year:

1. Untimely issuance of Permanent Partial Disability (PPD) payments

Tips to avoid this issue:

- Monitor statutory deadlines closely and establish internal reminders.
- Ensure that impairment evaluations are reviewed promptly upon receipt.
- Verify PPD calculations (D-9 Forms) are accurate before the award determination is issued.

2. Untimely claim handling or determination

Tips to avoid this issue:

- Respond to claim filings and requests for information as quickly as possible.
- Maintain clear documentation of all attempts to obtain necessary information.
- Review claims regularly to prevent delays caused by workload imbalances or oversight.

3. Untimely Temporary Total Disability (TTD) payments

Tips to avoid this issue:

- Implement tracking systems to ensure timely issuance of wage-loss benefits
- Confirm that wage information is collected early in the claim process.
- Maintain backup processes to ensure payments are not stalled due to staffing or system delays. For general questions, you can reach out to wcsaudit@dir.nv.gov.

Additional information and training can be located on our website here <https://dir.nv.gov/WCS/Training/>.



Data Call Reminders



CARDS. If you need assistance accessing this form, please reach out to CARDS@dir.nv.gov with your questions. Please submit your summary of claims and premiums by **August 31, 2026**. For questions regarding the process, please see instructions and Frequently Asked Questions (FAQ located at <https://dir.nv.gov/home/Assessments>). If you have questions, please contact us at WCAssessment@business.nv.gov. Continued from page 1

FY27 Estimated Workers' Compensation Assessment Invoice Reminder

The Division of Industrial Relations, in accordance with NRS 232.680 and NAC 616B.680 through 616B.740, will be preparing the estimated annual assessment for Fiscal Year 2027. The estimated annual assessment is based on legislatively approved program expenditures and a three-year annualized average of premiums and/or claims expenditures. The calculation of your assessment will be shown on the billing statement that will be delivered to all insurers on **September 30, 2026**. Payment must be remitted for the total amount due by the first payment installment due date, or in installment payments as listed on the invoice pursuant to NAC 616B.731(4). If you do not pay the first installment timely, the entire amount will become due. If you have questions, please contact us at WCAssessment@business.nv.gov.



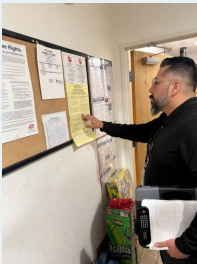
Group Sweeps Means a Presence in the Community, Compliance and Education!

The purpose of performing Sweeps is to ensure compliance with workers' compensation requirements, educate employers and verify coverage. This portion of the job is necessary and allows investigators to speak with business owners who we may otherwise not encounter. Conducting such efforts is beneficial to the safety of all Nevadans and in many instances business owners are appreciative of our educational efforts and support the visits and the information being provided. With each visit to a rural area, investigators stop by the designated business or county offices to advise them of our presence and leave helpful resources to business owners and those seeking licenses in the area.

Employers who were unable to provide proof of coverage during the visits were given a 24-hour deadline to do so. When employers were unable to obtain coverage, Stop Work Orders were issued. During the Sweep process, Compliance/Audit Investigators are prepared to educate employers with helpful, useful information on the requirements, how to obtain coverage, what to expect from the insurance carrier and facts versus myths about workers' compensation. While conducting these efforts, investigators also check for compliance with the required workers' compensation information posting as outlined in the D-1 requirements.

ECU Compliance/Audit Investigators are required to conduct Sweeps individually and collectively as a group in each region (Northern and Southern Nevada). Investigators performed group Sweeps efforts throughout the year; January in the outlying areas of Southern Nevada (Caliente), March in outlying areas of Northern Nevada (Elko) and Southern Nevada (Bunkerville and Mesquite). In August investigators collectively conducted sweeps in the less visited local areas of each region. Our efforts throughout the year have provided nearly 2,000 opportunities to educate employers through Sweep efforts from January to August 2026.

Eidris Randolph-Jordan, Employer Compliance Chief, WCS



Pictured: Investigator Jorge "Ray" Rangel checking for the D-1 information in Pahrump, NV.



Pictured: Investigator Nondh Pitiwongse, Investigator Monica Guzman, Investigator Brittany Greeman, and Investigator Sierra Salazar in Reno, NV. (Not pictured: Investigator Lisa Dayton.)



Pictured: Investigator Michelle Gamble entering the Town of Pahrump Business Center.





**Welcome Adam Teti,
DIR Administrator**

The Division of Industrial Relations is pleased to welcome Adam Teti as its new Administrator. Adam was appointed by Department of Business and Industry Director Dr. Kristopher Sanchez and began serving as DIR Administrator on July 20, 2026.

Adam brings nearly two decades of public-sector experience to DIR, with an extensive background in regulatory enforcement, operational leadership, policy development, and public service. Most recently, he served as a Commissioner with the Nevada Transportation Authority (NTA), overseeing regulatory functions for Nevada's transportation industry. Prior to his appointment as Commissioner, Adam served as Deputy Administrator and Chief of Law Enforcement for the Nevada Taxicab Authority, where he led modernization initiatives and worked to strengthen regulatory compliance and public safety. He also spent several years with the NTA as an investigator and supervisor, directing investigative operations and supporting policy enforcement and staff development.

As Administrator, Adam will provide leadership and oversight to DIR's five sections, including the Workers' Compensation Section, as the Division continues its work to protect Nevada's workers, support employers, modernize services, and strengthen programs throughout the state.

Adam brings a strong commitment to public service, regulatory integrity, collaboration, and continuous improvement to his new role. We are excited to welcome him to DIR and look forward to his leadership as the Division continues working together to put safety and health first in Nevada.

Welcome to DIR, Adam!

Please welcome **Harry Han** a proud LHD6 Navy veteran, moved to Las Vegas with the *Empire State of Mind*. He loves sports, films and music in general. When he's not working, you might catch him playing Texas Hold 'Em in casinos.



Please welcome **Jessica Rassier** back to the Workers' Compensation Section! Jessica previously served as our Educational Outreach Coordinator, executing our 11th annual Workers' Compensation Conference in 2022. She returns to us after a three-year stint as a Program Officer for the Nevada State Immunization Program. In her new role as a Management Analyst I, she will lead the Data Team's debt collection unit. Holding a degree in Crime, Law, and Justice alongside a Minor in Theatre Arts from Penn State, she will attempt the impossible: bringing a little theatre sass to data analytics.

When she is not tackling spreadsheets, Jessica loves live music, traveling (having visited all 50 states, 2 US territories, and 42 countries with her family), wildlife photography, and sports. As an avid fan of all things Seattle sports, Penn State, and the Vegas Golden Knights, she is always ready to relive Super Bowl 60, talk about the upcoming NCAA football season, or VGK hockey!

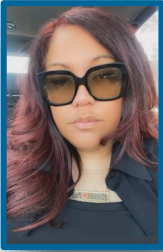


Please welcome **Sierra Salazar** to WCS! She joined the Workers' Compensation Section, Employer Compliance Unit as a Compliance/Audit Investigator II on 4/27/26. Before

joining the State of Nevada, she worked for a remote national staffing agency on the compliance team as a DOT/FMCSA Investigator. Prior to this, she worked as a project manager for large-scale event structures, overseeing diverse teams and high-end projects from start to finish. She has seven years of experience in administrative operations, efficient process improvement, accuracy, safety, and compliance. She moved to Reno eight years ago from Meyers CA. She enjoys spending time with her daughter and pup, camping, biking, and baking. She's looking forward to building a fulfilling career here in her new role.



Welcome Aboard!

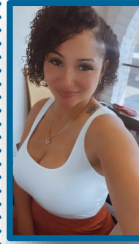


Please welcome **Michelle M Gamble**, our new Audit Compliance Investigator with the Employer Compliance Unit. With more than 25 years of investigative experience, Michelle began her career in Southern California as a Fraud Insurance Case Investigator, where she developed expertise in workers' compensation investigations, including undercover operations.

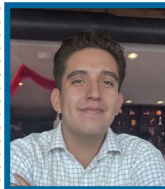
After becoming a mother of four, Michelle returned to her hometown of 'Ewa Beach, Hawai'i, where she established her own Investigative Firm, "Kingdom Investigations". Through her firm and throughout her career, she has handled an extensive variety of cases, including criminal investigations, homicide, insurance fraud, special investigations, infidelity, property loss, and automobile accidents. Among the many notable chapters of her career, Michelle had the opportunity to work on the highly publicized "Kealoha Case," a significant Hawai'i public corruption and obstruction-of-justice investigation involving the Honolulu Police Department, the Honolulu Prosecuting Attorney's Office, and the State of Hawai'i.

Michelle's experience extends beyond field investigations. She has shared her knowledge and expertise as an instructor at the University of Hawai'i, provided investigative support behind the scenes for A&E's *Dog the Bounty Hunter* reality show, and assisted with investigative script development for the popular television series *Hawai'i Five-0*.

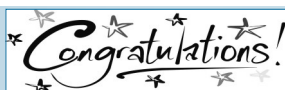
During her leisure time, Michelle loves to travel, embrace new experiences, and create lasting memories with the people she holds dear. Bold and fierce in her convictions, she stands firmly for what she believes in and remains true to her values. Above all, Michelle treasures her Family and is passionate about Sharing the Aloha in every path she journeys, bringing kindness, love, and positivity wherever life takes her.



Welcome **Ilyza English** She's a proud New York City native who moved to Las Vegas in 2000 and has called it home ever since. She's also a proud mom of three amazing kids, ages 16, 17, and 18, with one officially starting the college chapter of life! Ilyza has **big Libra energy**—she loves good vibes, great company, beautiful places, and, of course, amazing food! She's a true foodie who enjoys traveling, discovering new places, finding hidden gems, and trying new restaurants and delicious cuisines. She also loves cooking and having fun in the kitchen, especially when she gets to experiment with new recipes and put her own spin on a dish. When she's not planning her next adventure or exploring somewhere new, you can usually find her hiking, watching a good movie, or cheering on her favorite team, the Dallas Cowboys! Ilyza making memories, experiencing new things, laughing with the people she loves, and enjoying everything life has to offer.

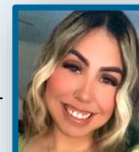


Welcome **Ethan Garcia**, our new administrative assistant 1 in the administration department. He was born and raised in Las Vegas and always lived on the east side. He attended Odyssey for high school where he graduated in 2025. While there he studied IT and Cybersecurity which he continues studying currently. As for his career, it's rather short since he just started working 9 months ago when he worked as a cashier in a taco shop. He really loves helping people and making sure they get what they need. Outside of work, some of his interests include physical activities such as sports like playing basketball or mountain biking. He also loves going out to eat and trying all sorts of new things with his friends and family. Another one of his interests is watching soccer, especially FC Barcelona, his favorite team since birth.



Please join us in congratulating **Chelsea Miller** on her promotion to Compliance Audit Investigator (CAI) III, filling the Subsequent Injury Coordinator position. Chelsea began her State service with WCS/ECU as a CAI II in June 2023 and later transferred to the Insurer Compliance Unit in December 2025, where she served as a CAI II within the Benefit Penalty Unit. She brings valuable Workers' Compensation experience from her previous roles and holds a bachelor's degree in healthcare administration. Outside of work, Chelsea enjoys watching football and cheering on the Pittsburgh Steelers. She also loves spending time near the water and attending country concerts.

Congratulations **Marisa Santizo** she was promoted from Compliance Audit Investigator I to Compliance Audit Investigator II, effective 7/20/2026. This promotion reflects her continued growth and strong contributions to the team.



Congratulations to **Helen Hill** who was recently promoted from Administrative Assistant II on the WCS Data Management team to Legal Secretary in the DIR Legal Section. Helen joined WCS in March 2024 and quickly became proficient in processing OD-8s, D-38s, invoices and payments and verifying employer coverage, as well as providing excellent customer service to WCS stakeholders. Helen brings her extensive administrative, analytical and customer service skills as well as her WCS experience to her new position, where she will support the DIR Legal team. Congratulations, Helen!



Farewell and Best Wishes to Victoria "Tori" Carreón

The Division of Industrial Relations recently said farewell to Victoria "Tori" Carreón, who concluded more than six years of service as DIR Administrator. Tori was appointed Administrator in April 2020, after previously serving as a Deputy Administrator for the Division.

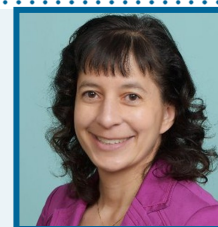
During her tenure, Tori led DIR through significant growth, change, and modernization.

She was a strong advocate for Nevada's workers and employers and championed efforts across the Division to strengthen programs, improve services, and modernize the way we do business.

One of Tori's most significant contributions to the Workers' Compensation Section was her leadership of the CARDS modernization initiative. She helped move forward a major investment in the system and supported the development and implementation of enhancements designed to improve efficiency, expand online services, and provide better access for injured workers, insurers, employers, medical providers, and other stakeholders. The modernization marked an important step forward in how WCS delivers services and will continue to benefit Nevada's workers' compensation community for years to come.

Beyond these accomplishments, Tori will be remembered for her commitment to DIR's mission and the employees who carry it forward every day. Her leadership helped shape many of the improvements underway today and leaves a lasting impact across the Division.

We thank Tori for her more than six years of leadership as Administrator and her dedicated service to DIR and the State of Nevada, and we wish her continued success and all the best in her next chapter.





WCS bids farewell to **Claudia Cortez**, who served as our Education and Outreach Coordinator from 2023 through 2026. During her time with us, Claudia successfully coordinated three conferences and made significant contributions to the 2026 conference. She also provided invaluable support across multiple units, facilitating trainings and managing countless website updates with skill and dedication. Claudia's impact on our team and programs has been tremendous, and she will be greatly missed by all of us at WCS.

WCS MISSION STATEMENT

The purpose of the Workers' Compensation Section is to impartially serve the interests of Nevada employers and employees by providing assistance, information, and a fair and consistent regulatory structure focused on:

- Ensuring the timely and accurate delivery of workers' compensation benefits.
- Ensuring employer compliance with the mandatory coverage provisions.

Check our website for upcoming Teams Webinar Training opportunities!

To register for
Teams Webinar
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[https://dir.nv.gov/WCS/
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Workers'
Compensation Section
Las Vegas Office

Kevin Cook, Editor
k.cook@dir.nv.gov,



WCSHelp@dir.nv.gov	General workers' compensation inquiries
CARDS@dir.nv.gov	CARDS Portal inquiries
indexing@dir.nv.gov	Claim Indexing (D-38) inquiries
COLAS@dir.nv.gov	Requests for reimbursement, verification, and COLA inquiries
WCSRA@dir.nv.gov	Insurer and TPA required reporting and related inquiries
WCSedutng@dir.nv.gov	Training and Education inquiries and information regarding our Annual Workers' Compensation Educational Conference
medunit@dir.nv.gov	Medical Unit inquiries, D-35 Form submission, C-4 Form submission (when requested), complaint submission, and billing appeals
medpanels@dir.nv.gov	Health Care Provider contact information and/or address changes, applications for WCS Treating Panel
PPDreports@dir.nv.gov	PPD Report submissions
WCSAudit@dir.nv.gov	General Audit inquiries
WCassessment@business.nv.gov	Workers' Compensation Safety Fund Assessment Reporting and inquiries