



NEVADA WORKERS' COMPENSATION CHRONICLE

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

Division of Industrial Relations Spring Edition
(March 2023 - May 2023)

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 Medical Fee Schedule and Related Concerns



Nevada Medical Fee Schedule (NMFS) Revised

The 2023 Nevada Medical Fee Schedule (NMFS) was posted on the Workers' Compensation Section's (WCS) website at <https://dir.nv.gov/WCS/home/> on February 1, 2023. The new reimbursement rates reflect adjustments

per the Consumer Price Index for medical services and are applicable for dates of service February 1, 2023 through January 31, 2024. There was one additional change included in the 2023 NMFS. Some health care providers have begun billing separately for use of treatment rooms. Reimbursement for use of treatment rooms is included in the per diem rates in the NMFS. Therefore, no additional reimbursement is appropriate. Please note, this is not a change in the application of the NMFS; it is a clarification due to changes in medical billing practices.

Related Medical Billing Concerns: WCS continues to receive many appeals based on misunderstandings of Nevada Specific Codes (NSCs), revenue codes and telemedicine codes. The primary document regarding reimbursement in Nevada workers' compensation is the NMFS (NRS 616C.240). Understanding and accurately applying the NMFS is essential to accurate reimbursement of health care providers. Although insurers and third-party administrators (TPAs) often contract for medical bill review and or medical bill payment, the insurer/TPA is responsible for the actions of their contracted entities and may be subject to administrative fines for violations of applicable law. **Insurers/TPAs must ensure their contracted entities apply the NMFS accurately, including using NSCs.**

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2022 Requests for COLA Reimbursement

The deadline for submitting Requests for Reimbursement for costs associated with COLAs paid in calendar year 2022 for eligible claims is **March 31, 2023**. Requests for reimbursement will only be processed for claims whose AMW/Rate have been verified by WCS. See the "[COLA Info – PTD and Survivors' Benefits \(Death\) Claims](#)" page on the WCS website for Forms and Instructions for AMW/Rate Verifications and Requests for Reimbursement.

Submit requests for reimbursement and related inquiries to COLAS@dir.nv.gov.

Mileage Reimbursement Rate Effective January 1, 2023



Effective January 1, 2023, the standard mileage reimbursement rate for transportation costs incurred while using a private vehicle while traveling on official State business has increased from 62.5 cents per mile to 65.5 cents per mile.

Per [NAC 616C.150](#), reimbursement for the cost of transportation for an injured employee, under appropriate conditions, must be computed at a rate equal to the mileage allowance for State employees.

Please advise all adjusters as soon as possible to minimize any payment errors.

Please see the [2023 Mileage Reimbursement Change Memorandum](#) announcing the rate change on the WCS website.

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Nevada Medical Fee Schedule and Related Concerns

(Cont.)

Some companies deny payment of medical bills because they do not recognize NSCs. Nevada mandates the use of NSCs for services outlined in the NMFS. When a company denies payment because it does not recognize NSCs, health care providers should resubmit the bill to the payer, including a copy of the relevant sections of the NMFS. If the bill is denied again for the same reason, the provider should appeal to WCS. Do not rebill the services using other CPT or revenue codes.

Revenue codes are not reimbursable for medical services provided to Nevada’s injured workers. If the medical bill contains only a revenue code for a specific medical service, that line item must be denied as an invalid code. Only medical services billed with appropriate CPT and NSCs are reimbursable. Medical bills may contain both revenue codes and appropriate CPT/NSCs. However, reimbursement is solely based on the appropriate CPT/NSC.

Telehealth services grew exponentially during the COVID-19 pandemic. Fortunately, the NMFS contained instructions for billing telemedicine services prior to the pandemic. Telehealth should be billed using the appropriate in-person CPT code with an added GT modifier. Reimbursement is equivalent for services provided in person.

WCS offers free training on the NMFS, as well as other workers’ compensation topics. Check our training website, as classes are added throughout the year: dir.nv.gov/WCS/training/.

Katherine Godwin, RN, Chief, Medical Unit, WCS

“Where Can I Find Answers to my Workers’ Compensation Questions?”

If you’re a business owner, an employee, a workers’ compensation insurance adjuster, a health care professional, among others, you may have questions regarding workers’ compensation in the State of Nevada—we are here to help!

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

For additional contact information, visit the WCS contacts page at <https://dir.nv.gov/WCS/Contacts/>.

COVID-19 WORKERS' COMP CLAIMS

In response to COVID-19, new codes were added in March 2020 to the acceptable codes for reporting D-38 Claims Indexing data to allow WCS to better track claims relating to the virus. The new codes - Nature of Injury: 83 COVID-19 and Cause of Injury: 83 – Pandemic – may be used for reporting applicable claims December 2019 or later. The codes correspond to those adopted by the Workers' Compensation Insurance Organizations (WCIO) and are used by the International Association of Industrial Accidents Boards and Commissions (IAIABC).

Nevada claims processed in CARDS that include one or both COVID-19 identifiers, through February 28, 2023:

COVID-19/Pandemic Claims	Count	Percent
Filed/Processed in CARDS	2402	
Accepted	919	38.26%
Denied	1483	61.74%

Nevada claims processed in CARDS that include the Nature of Injury Code 38 Adverse Reaction to Vaccination identifier through February 28, 2023:

Adverse Reaction to Vaccination/Inoculation Claims	Count	Percent
Filed/Processed in CARDS	28	
Accepted	14	50%
Denied	14	50%

Jessica Rassier, Educational Outreach Coordinator, WCS

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

Nevada Claims Processed in CARDS between December 1, 2022 and February 28, 2023:

TOP 5 ACCEPTED NATURE OF INJURY	Percent of Total Reported
1. Strain or Tear	26.52%
2. Sprain or Tear	12.73%
3. Laceration	12.05%
4. Contusion	11.91%
5. Puncture	6.09%

TOP 5 ACCEPTED CAUSE OF INJURY	Percent of Total Reported
1. Fall, Slip or Trip, NOC	8.18%
2. Lifting	6.23%
3. Strain or Injury By, NOC	5.73%
4. Object Being Lifted or Handled	5.17%
5. On Ice or Snow (fall, slip, or trip)	4.48%

Patricia Barchus, Research and Indexing Coordinator, WCS

Nevada Welcomes New Insurance Commissioner



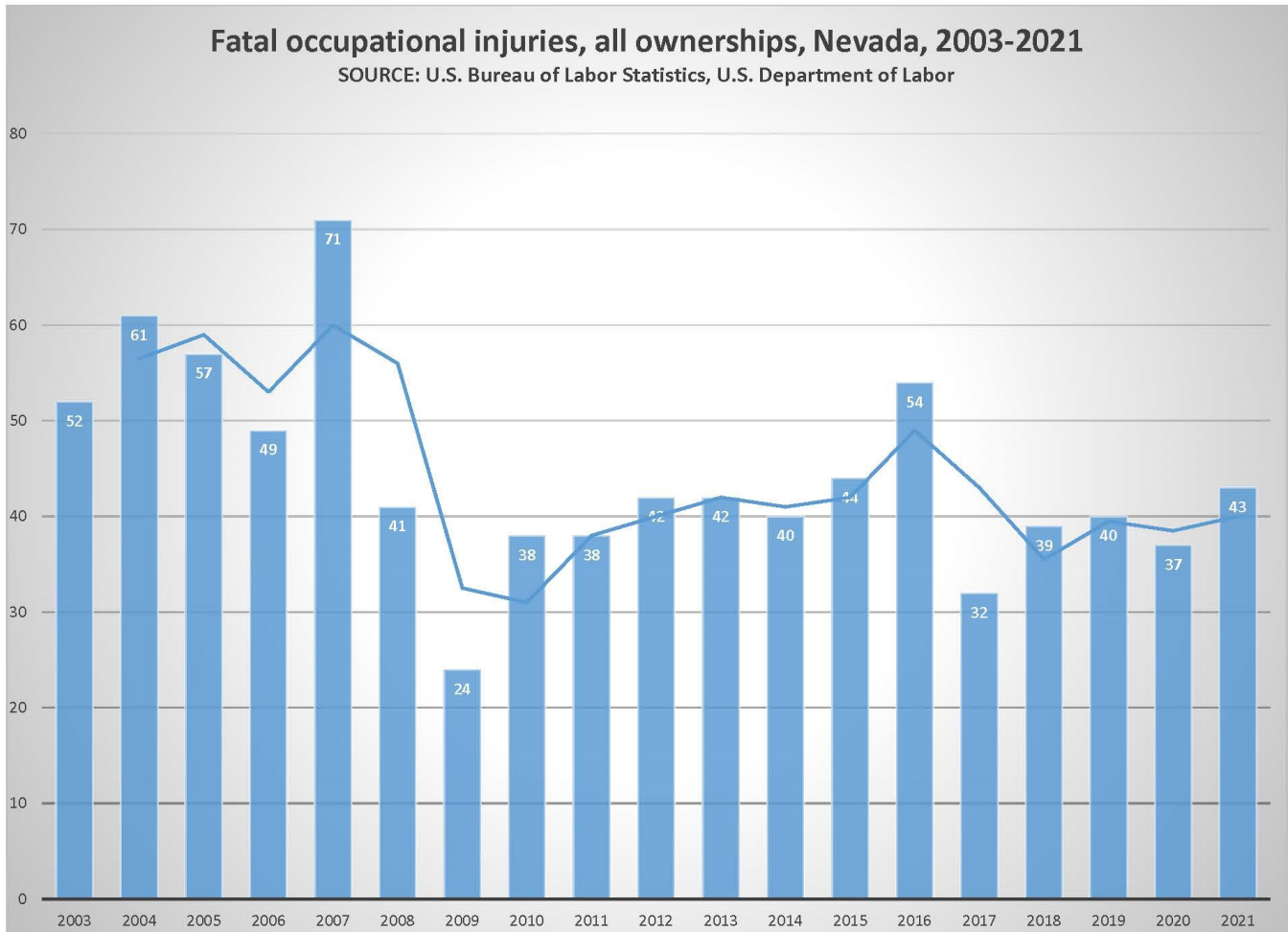
The Department of Business and Industry announces the appointment of Scott Kipper as the Insurance Commissioner for the Nevada Division of Insurance. The appointment was made following the departure of Barbara Richardson, who served in the role since 2016. Mr. Kipper previously held the same position from 2008 to 2010 and again from 2011 to 2015.

He has more than 30 years of experience in the insurance industry, having most recently served as the Deputy Director of Operations for the State of Washington Office of the Insurance Commissioner. Prior to that, he founded a private consulting firm, served as the Insurance Commissioner for the State of Oregon, Deputy Commissioner at the Office of Health Insurance for the Louisiana Department of Insurance, and Senior Regional Director for State Affairs at America’s Health Insurance Plans.

Fatal and Non-Fatal Occupational Injury Data

The Survey of Occupational Injuries and Illnesses (SOII) and the Census of Fatal Occupational Injuries (CFOI) are conducted by the Bureau of Labor Statistics (BLS) with participating states under a Federal/State cooperative program.

The data tables below show compiled statistics from 2003 - 2021, reflecting the numbers of fatal occupational injuries and nonfatal occupational injury and illness incidence rates by case type by year for all ownerships in Nevada.

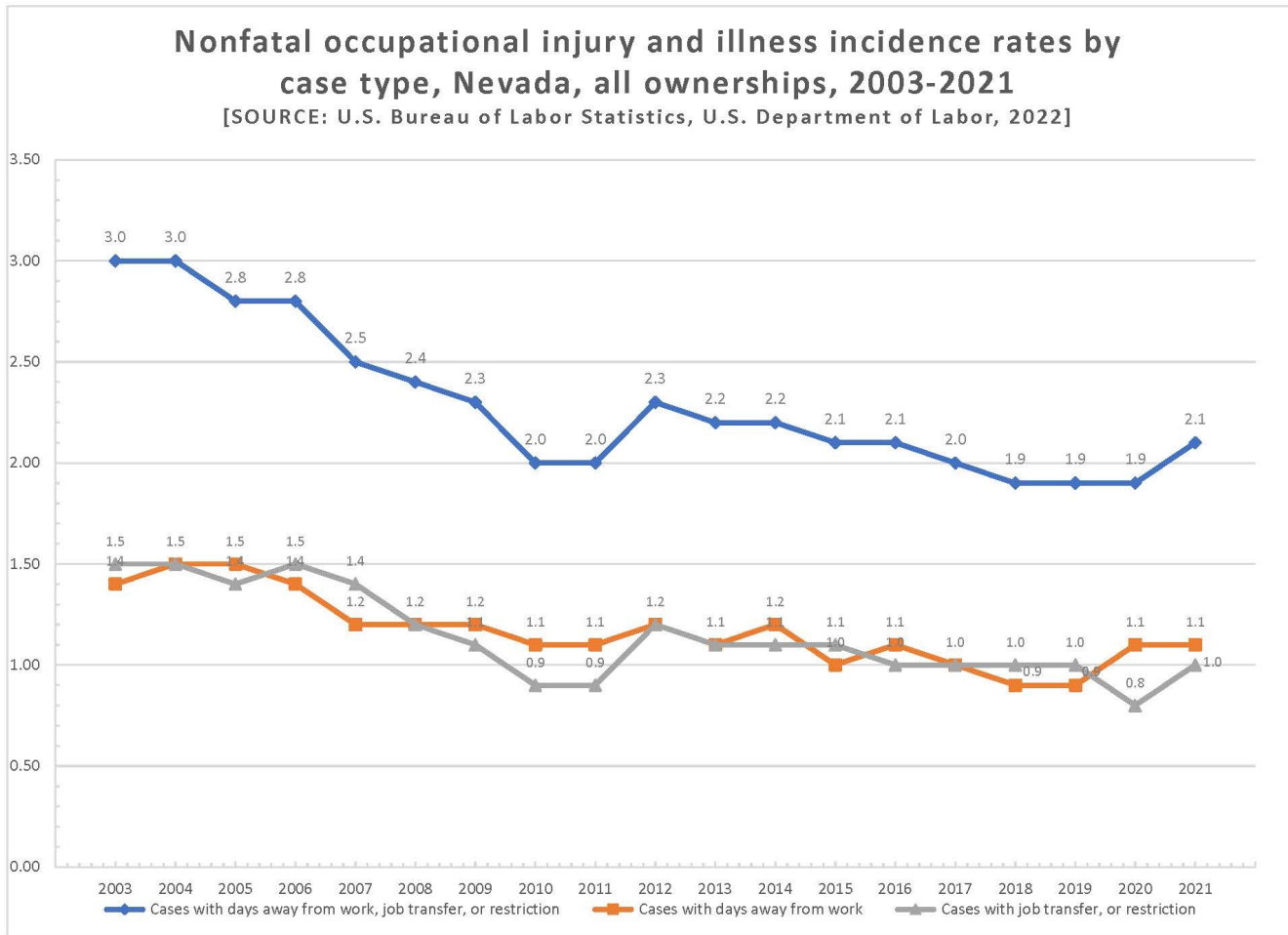


See data definitions at <http://www.bls.gov/iif/oshcfdef.htm>

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Fatal and Non-Fatal Occupational Injury Data

(cont)



Additional results for the country and individual states can be found on the [BLS National Site](#).

Julie A. White, Management Analyst II, OSHA

2022 Occupational Disease Claims Report

The calendar year [2022 Occupational Disease Claim Report](#) is now available on the WCS website.

The report compiles data reported by insurers to WCS as required by NRS 617.357 relating to claims for heart, lung, cancer, and certain contagious diseases filed by police officer, fire fighters, emergency medical attendants and arson investigators.



DIR/WCS has been collecting data reported by insurers pursuant to NRS 617.357 since 2001. Reports for calendar years 2014 through 2021 can be found on the [Insurer-TPA Reporting](#) page on the WCS web site. Reports for years prior to 2014 are available upon request from wcsra@dir.nv.gov.

CARDS CORNER

TPA Information Form/Insurer Information Form

Insurers and TPAs are required to keep the DIR/WCS updated on their contact information. The **Information Forms**, found in the CARDS portal, are the means by which insurers and TPAs communicate that contact information to us. The information is stored in our CARDS system. It is very important to keep this information current, as the contact information provided by insurers and TPAs is used to disseminate important information such as regulatory notices, monetary assessments, data calls, compliance issues, and assessment reporting and billing. Additionally, insurers must “link” their contracted licensed TPAs using the **Insurer Information Form**. For information on how to submit the **Insurer Information Form**, see the **Insurer Information Form-Quick Steps** on our website at http://dir.nv.gov/WCS/Insurer-TPA_Reporting/.

- ◇ Updates made via TPA and Insurer **Information Forms** are not immediate. The submission of the form creates a “Ticket” for WCS staff to review. If there are questions about the submission, WCS will contact the submitter for clarification. Otherwise, the form will be processed and the updates will be made to the database.
- ◇ Insurers and TPAs can review their **Information Form** submissions in the CARDS portal under the “Filing History” tab. Here you can view the date submitted, the Ticket # associated with the submission and the status of the Ticket. **Do not submit the same information multiple times as this will create multiple Tickets and significantly increase the processing time.**
- ◇ Insurers using TPAs in Nevada for claims administration **must** “link” their TPAs using the Insurer Information Form. **Important: TPAs may not “link” their insurer clients - only insurers may “link” their contracted TPAs.**
- ◇ Insurers should not list TPA contacts (i.e. TPA adjusters or managers) in the contact blocks on their **Insurer Information Form**. “Linking” your TPAs tells us that they are administering your claims.
- ◇ Do not report a PO Box address as a physical location.

Reporting Reminders

FY22 WCS Claims Activity Report/Statement of Inactivity Due April 7, 2023

The request for the **FY22 WCS Workers’ Compensation Claims Activity Reports/Statements of Inactivity** was distributed to insurers on February 23, 2023. If you received the email request and you are not the appropriate party to submit reports, please forward to the person(s) within your organization responsible for state reporting.

[FY22 Activity Report](#) or [FY22 Statement of Inactivity](#) due date: **April 7, 2023.**

The **FY20** and **FY21 Activity Reports/Statements of Inactivity** were due November 30, 2022, and December 14, 2022, respectively. If you have not submitted those reports, please do so immediately.

Forms and instructions are available on the [Insurer-TPA Reporting](#) page on the [WCS website](#).

IMPORTANT: There are separate and distinct forms for the FY20, FY21 and FY22 reports. Please ensure you are reporting your data on the correct forms.

General Reporting Information:

[Nevada Reporting Requirements Table](#)

Information on reporting requirements and forms can be found on our web site at <http://dir.nv.gov/WCS/Home/> under “Insurer and TPA Reporting” or go directly to our page at http://dir.nv.gov/WCS/Insurer-TPA_Reporting/. Contact the WCS Research and Analysis Unit by phone at (702) 486-9080 or by email at wcsra@dir.nv.gov if we can be of any assistance.

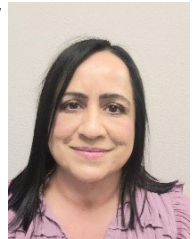


Hails, Farewells, and Promotions



A very warm welcome to **Amy Jivan**, who joins our Las Vegas Employer Compliance Unit as a Compliance Audit Investigator II. She has worked for the State of Nevada since August of 2016 where she started in Welfare – Investigations and Recovery as an Administrative Assistant II. In 2017, she was promoted to Administrative Assistant III as an Overpayment Collections Specialist. In 2018, she was promoted to a Family Services Specialist as a Claims Specialist where she established overpayments and on occasion set cases up to be prosecuted. Prior to working for the state, Amy spent 13 years working for Lowe’s Home Improvement where she worked in almost every department. Amy is a Las Vegas native and in her spare time she likes to go camping and fishing with her dog and family as well as have game nights with friends.

Please join us in welcoming **Elisa Hernandez** to WCS as our new Administrative Assistant I/ Receptionist in our Las Vegas office. Elisa joins us from the Hearings and Appeals Division, where she served as a receptionist and Administrative Aid for a year and a half. She has lived in Las Vegas for 23 years, originally hailing from Atwater, California. In her free time, she enjoys cooking, traveling, and spending time with her family. Most recently, she and her family took a trip to Sequoia National Park to visit General Sherman, the largest tree in the world.



Congratulations to **Nidia Yataco** who was promoted in December to Compliance Audit Supervisor of the Workers’ Compensation Section in the Carson City Office. Nidia started working for the State of Nevada in March 2022 as a Compliance Audit Investigator II. Prior to joining WCS, she worked as a compliance auditor in the gaming industry for three years. Nidia graduated from University of Nevada, Reno in 2021 with a Bachelors’ Degree in Business Administration. She was born in Lima, Peru, and has been living in the United States for nearly 7 years. Nidia has made the

Carson Valley her new home and looks forward to many years of professional development with the State. Outside of work, she enjoys dancing, traveling, theater events, and videogames.

A BIG congratulations to **Mercedes Ghiglieri** for her promotion to Compliance Audit Investigator I in our Carson City Office. She first joined the Workers’ Compensation Indexing team as an Administrative Assistant III in 2022. Previously, she was working in the insurance industry for nine years, as well as 15 years in customer service and office administration. She is a single mom to an amazing 10-year-old son, as well as a pet mom to two dogs, a cat, two guinea pigs, and a fish. In her free time, she enjoys learning new crafts and spending way too much money on crafting supplies!



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.

**Questions about Workers' Compensation?
Click here!**

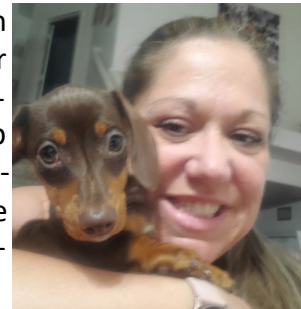


WCSHelp@dir.nv.gov

Hails, Farewells, and Promotions (Cont.)



Congratulations to **Nicole Rush** on her promotion to Compliance Audit Investigator I, with our Employer Compliance Unit. Nicole has been with WCS for three years, all with our Medical Unit as an Administrative Assistant II. She is extremely grateful for this opportunity to join the ECU team and use the knowledge she gained in her previous role to help further her career in workers' compensation. She moved to Las Vegas from Southern California about 8 years ago when her husband got a job in the valley. In her spare time, she enjoys traveling, cruising with her family, shopping, and relaxing. She has two kids, a 14-year-old daughter and an 8-year-old son, in addition to her three dogs and two cats.



After more than ten years of service with the Workers' Compensation Section, we say a fond farewell to **Rosalyn "Roz" A. Jackson**. Roz most recently served as the Southern Insurer Compliance Audit Supervisor in our Las Vegas office. She first joined WCS in 2008, as a Compliance Audit Investigator with our Audit Unit. She brought a wealth of knowledge to our team and we value all of her contributions. She will be missed!

CARDS Claims and Regulatory Data System

<<Click here to login or register>>

Employment Opportunities with WCS

Compliance Specialist – RN: There are **two** of these positions available in the Medical Unit- one is located in the Carson City office and one in the Las Vegas office. The positions monitor compliance of medical providers, insurance carriers, TPAs, medical billing vendors, and employers; as well as supervise Compliance/Audit Investigators. These positions investigate complaints and medical bill disputes, document findings and write determinations as needed. These positions also review PPD reports for errors and assist the Medical Unit Chief in other duties as assigned.

For more information, including a full job description and minimum qualifications, see the job announcement [Compliance Specialist - RN \(Req ID 12596\)](#) for the Carson City position and [Compliance Specialist—RN \(Req ID 13770\)](#) for the Las Vegas position.

WCS will observe the following holiday:
Memorial Day
Monday, May 29, 2023

SAFETY CONSULTATION & TRAINING SECTION THE VALUE OF WORKPLACE SAFETY



SCATS Services

- Provide assistance in developing written safety programs
- Answer workplace safety questions
- Safety training for management, supervisors, and employees
- Video lending library
- Perform on-site workplace safety assessments
- Perform industrial hygiene services
- Safety and Health Practitioner Program

2023 TRAINING SESSIONS

ONLINE VIA **WEBEX:**

Check our website for upcoming WebEx training opportunities!

To register for a WebEx trainings:

<https://dir.nv.gov/WCS/Training/>

-or-

Email:
WCSedutng@dir.nv.gov



Direct comments or suggestions about this newsletter to:

Workers' Compensation Section
Las Vegas Office
Ruth Ryan, Editor
Jessica Rassier, Assistant Editor

rryan@dir.nv.gov
jrassier@dir.nv.gov



CALL FOR PRESENTERS!!!

11TH ANNUAL NEVADA WORKERS' COMPENSATION EDUCATIONAL CONFERENCE

Due: March 31, 2023



[Click here for more information](#)

DATE CHANGE

SAVE THE DATE

11th Annual Workers' Compensation Educational Conference

September 7-8, 2023
Tuscany Suites and Casino



CONTACT WCS

Department of Business and Industry
Division of Industrial Relations
Workers' Compensation Section

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(702) 486-9080 / Fax: (702) 486-8712

NORTHERN NEVADA
(775) 684-7270 / Fax: (775) 687-6305

<http://dir.nv.gov/WCS/Home/> | WCSHelp@dir.nv.gov