



# NEVADA WORKERS' COMPENSATION CHRONICLE

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

Division of Industrial Relations Spring/Summer Edition  
(March 2022 - August 2022)

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.

## Updated COVID-19 Requirements

Governor Sisolak rescinded the Declaration of Emergency for COVID-19 effective May 20, 2022. Because COVID-19 is a recognized health hazard in the workplace, employers continue to have a duty to protect their employees. Accordingly, businesses are still required to have a COVID-19 Prevention Plan in place. This plan must be included in the Written Safety Program (WSP) required by Nevada Revised Statute 618.383 and Nevada Administrative Code 618.538 for businesses with more than 10 employees. Businesses with 10 or fewer employees are highly encouraged to have a written COVID-19 Prevention Program. The risk of exposure to COVID-19 varies by industry and volume of customers and employees. Each business's COVID-19 Prevention Plan should be tailored to the risks in their specific workplace. The plan should include the following key elements:

- A hazard assessment;
- Identification of a combination of measures that limit the spread of COVID-19 in the workplace such as sanitation and respiratory protection;
- Adoption of measures to ensure that workers who are infected or potentially infected are separated and sent home from the workplace; and
- Implementation of protections from retaliation for workers who raise COVID-19 related concerns.

Complying with COVID-19 safety standards can be complex. The Division of Industrial Relations Safety Consultation and Training Section (SCATS) offers free consultations to businesses to help them understand and implement the requirements in order to comply with the health and safety guidance and directives for all businesses, and specific requirements for each industry. If you have questions, please call SCATS at 702-486-9140 (south) or 775-688-3730 (north).

For more information, see the latest Nevada OSHA guidance effective May 20, 2022: [Updated COVID-19 Guidance for Nevada Businesses \(Effective Date: May 20, 2022\) \(nv.gov\)](#)

**WCS will observe the following holiday:**



**Independence Day**  
**Monday, July 4, 2022**

## Mileage Reimbursement Rate Effective January 1, 2022



Effective **January 1, 2022**, the standard mileage reimbursement rate for transportation costs incurred while using a private vehicle while traveling on official State business has increased from **56 cents per mile** to **58.5 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 [2022 Mileage Reimbursement Change Memorandum](#) announcing the rate change on the WCS website.

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## COLA Reimbursement Payment Update

Reimbursement payments to insurers for approved 2020 COLA expenses were issued by DIR in February 2022. Insurers with approved reimbursement requests received prorated payments as some insurers remain delinquent in paying the COLA Assessment which funds, in part, the reimbursement payments.

Requests for reimbursement for 2021 COLA expenses have been processed by WCS staff and the Department of Business and Industry Fiscal Unit issued invoices to all insurers for the annual COLA Assessment on May 31, 2022. Reimbursement payments to insurers for approved 2021 COLA expenses will be issued by DIR after the annual COLA Assessment has been collected. (Insurers failing to pay the invoice for the COLA Assessment, or any assessment, are subject to penalties - see “Insurers Required to Pay Assessments” below.)

WCS notifies reimbursement requestors by email of the status of their request and the approved amount(s) on a per claim basis. WCS also notifies by email the Assessment Contact in CARDS provided by each insurer that will receive a reimbursement payment of the total amount of the approved payment that will be issued. WCS encourages requestors to communicate with the insurers about what has been requested and approved by WCS, including specific claim information, so that insurers can apply reimbursement payments accordingly.

For more information regarding the COLA Reimbursement Process, please visit our information page on the WCS web site at [COLA Info - PTD and Survivors Benefits Claims](#).

Direct assessment inquiries to [bi-fiscalunit@business.nv.gov](mailto:bi-fiscalunit@business.nv.gov).

## Insurers Required to Pay Assessments

All Nevada workers’ compensation insurers with claims expenditures – including self-insured employers whose Certificate of Authority have been withdrawn – are subject to the Nevada Workers’ Compensation Assessment and the COLA Assessment pursuant to NRS 232.680.



Insurers who fail to pay required assessments when due are subject to penalties pursuant to NAC 616B.740, 616B.7758(5) and NAC 616B.7767(5). Additionally, delinquent assessment balances may be referred to collections.

The Workers’ Compensation Assessment supports the costs associated with the Workers’ Compensation and Safety Fund, the Subsequent Injury Accounts and the Uninsured Employers’ Claim Account. The Annual COLA assessment funds the eligible reimbursements to insurers for the costs associated with COLAs paid to injured employees pursuant to NRS 616C.473 and 616C.508.

The assessments are facilitated by the Department of Business and Industry Fiscal Unit. Questions may be directed to [bi-fiscalunit@business.nv.gov](mailto:bi-fiscalunit@business.nv.gov).

# We are now OPEN to the public!



**As of Friday, May 20, 2022,  
the State of Nevada's  
Workers' Compensation Section office  
no longer requires appointments.**

**Office Hours: Monday - Friday, 8:00am - 5:00pm**

## IAIABC FORUM 2022

The International Association of Industrial Accident Boards and Commissions (IAIABC) held The Forum April 4th—7th, in Nashville, Tennessee.

For those not familiar with this organization, IAIABC members include jurisdictional regulators and administrators, medical directors and providers, insurers, claims administrators, attorneys, service providers, administrative law judges and others. IAIABC members may also participate in various committees. WCS staff are active in two committees: Ruth Ryan, WCS Research and Analysis Manager, sits on the Research and Standards Committee (RSC) and Katherine Godwin, Medical Unit Chief, sits on the Medical Issues Committee (MIC). Both committees meet multiple times per year, including during the Forum.

This year, Katherine Godwin, WCS Medical Unit Chief, attended and participated in multiple committee meetings and presentations including working with physicians to achieve return to work, Heads of Delegation and Associate Members' Forum, Long Haul COVID-19, and reimbursement for air ambulance services in Arkansas. This marked the first time since the pandemic began that participants were able to meet in person and everyone enjoyed the opportunity to discuss ideas, solutions and common challenges.

## 2021 Occupational Disease Claims Report

The calendar year [2021 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 policeman, fireman, 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 2020 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](mailto:wcsra@dir.nv.gov).

*Ruth Ryan, Research & Analysis Unit Manager, WCS*

## 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

## Medical Unit Updates: Nevada Medical Fee Schedule Update

The [2022 Nevada Medical Fee Schedule](#) (NMFS) is posted to the Workers' Compensation Section (WCS) website. The new reimbursement rates reflect adjustments per the Consumer Price Index for medical services and are applicable for dates of service 2/1/22 through 1/31/23. No other significant changes were made to the NMFS.



WCS is receiving many medical billing 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.**

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 (Current Procedural Terminology) or revenue codes.

Revenue codes are not reimbursable for medical services in Nevada workers' compensation. 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.

Payers are not allowed to change codes listed on NV workers' compensation medical bills. The appropriate procedure is to request additional information within 20 days of bill receipt or deny reimbursement for the contested code.

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.

*Katherine Godwin, RN, Chief, Medical Unit, WCS*

## PPD Apportionment Changes

The 2021 Nevada Legislature addressed apportionment of previous injuries and/or conditions in assigning whole person impairment of permanent partial disabilities (PPDs). The changes were signed into law, effective May 31, 2021, and codified into NRS 616C.099

**NRS 616C.099 Rating of disability for subsequent injury; required proof to reduce percentage of present disability; required forms of evidence; lack of documentary evidence. [Effective January 1, 2022.]**

1. If a rating evaluation was completed for a previous disability involving a condition, occupational disease, organ, anatomical structure or other part of the body that is identical to the condition, occupational disease, organ, anatomical structure or other part of the body being evaluated for the present disability, the percentage of disability for a subsequent injury must be determined by deducting the percentage of the previous disability from the percentage of the present disability, regardless of the edition of the American Medical Association's *Guides to the Evaluation of Permanent Impairment* as adopted by the Division pursuant to [NRS 616C.110](#) used to determine the percentage of the previous disability.

*Continued on page 5*

## PPD Apportionment Changes

(cont)

The compensation awarded for a permanent disability on a subsequent injury must be reduced only by the awarded or agreed upon percentage of disability actually received by the injured employee for the previous injury regardless of the percentage of the previous disability.

2. If no rating evaluation performed before the date of injury or onset of the occupational disease exists for apportionment of percentage of present and previous disabilities pursuant to subsection 1, the percentage of the present disability must not be reduced unless:

(a) The insurer proves by a preponderance of the evidence that medical documentation or health care records that existed before the date of the injury or onset of the occupational disease that resulted in the present disability demonstrate evidence that the injured employee had an actual impairment or disability involving the condition, occupational disease, organ, anatomical structure or other part of the body that is the subject of the present disability; and

(b) The rating physician or chiropractic physician states to a reasonable degree of medical or chiropractic probability that, based upon the specific information in the preexisting medical documentation or health care records, the injured employee would have had a specific percentage of disability immediately before the date of the injury or the onset of the occupational disease if, in the instant before the injury or the onset of the occupational disease, the injured employee had been evaluated under the edition of the American Medical Association's Guides to the Evaluation of Permanent Impairment that had been adopted by the Division pursuant to NRS 616C.110.

3. The documentation or records relied upon pursuant to subsection 2 must provide specific references to one or more of the following:

- (a) Diagnoses;
- (b) Measurements;
- (c) Imaging studies;
- (d) Laboratory testing; or
- (e) Other commonly relied upon medical evidence that supports the finding of a preexisting ratable impairment under the specific provisions of the edition of the American Medical Association's Guides to the Evaluation of Permanent Impairment that had been adopted by the Division pursuant to NRS 616C.110 at the time of that rating evaluation.

4. If there is physical evidence of a prior surgery to the same organ, anatomical structure or other part of the body being evaluated for the present disability but no medical documentation or health care records regarding that organ, anatomical structure or other part of the body can be obtained, the rating physician or chiropractic physician may apportion the rating provided that the applicable requirements of subsection 2, other than any requirement to:

- (a) Have medical documentation or health care records; or
- (b) Base a rating upon medical documentation or health care records, are satisfied.

5. If there is no physical evidence of a prior surgery to the same organ, anatomical structure or other part of the body being evaluated for the present disability and no medical documentation or health care records of a preexisting whole person impairment for the identical condition, occupational disease, organ, anatomical structure or other part of the body being evaluated for the present disability exist for the purposes of subsection 1 or 2, the percentage of present impairment must not be reduced by any percentage for the previous impairment.

(Added to NRS by 2021, 1177; A 2021, 534, effective January 1, 2022)



## COVID-19 WORKERS' COMP CLAIMS

In response to COVID-19, new codes were added 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 – were added in March 2020 and 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). By adopting these codes for D-38 Claims Indexing reporting, Nevada may be able to, over time, compare COVID-19 claim data with other states that use the IAIABC standard.

Nevada claims processed in CARDS that include one or both COVID-19 identifiers, through May 31, 2022:

COVID-19/Pandemic Claims	Count	Percent
Filed/Processed in CARDS	2279	
Accepted	870	38.2%
Denied	1409	61.8%

Nevada claims processed in CARDS that include the Nature of Injury Code 38 Adverse Reaction to Vaccination identifier through May 31, 2022:

Adverse Reaction to Vaccination/Inoculation Claims	Count	Percent
Filed/Processed in CARDS	19	
Accepted	7	36.8%
Denied	12	63.2%

*Ruth Ryan, Research and Analysis Unit Manager, WCS*

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

Nevada Claims Processed in CARDS between January 1, 2022 and April 30, 2022:

TOP 5 REPORTED NATURE OF INJURY	Percent of Total Reported
1. Strain or Tear	25.69%
2. Laceration	12.87%
3. Contusion	11.85%
4. Sprain or Tear	11.27%
5. Puncture	6.33%

TOP 5 REPORTED CAUSE OF INJURY	Percent of Total Reported
1. Lifting	7.89%
2. Fall, Slip or Trip, NOC	6.59%
3. Object Being Lifted or Handled	6.31%
4. Strain or Injury By, NOC	5.23%
5. Falling or Flying Object	4.74%

*Patricia Barchus, Management Analyst I, WCS*

# CARDS Corner

LOGIN TO THE CARDS PORTAL: <https://cards.nv.gov>

## What is CARDS?

CARDS, which stands for Claims and Regulatory Data System, is the web-based IT system used by Insurers and TPAs (as well as Workers' Compensation Section (WCS) staff). CARDS can only be accessed via the CARDS web portal by registered users affiliated with an Insurer or TPA licensed for workers' compensation in Nevada.

## Why Should an Insurer or TPA use CARDS?

**It's mandatory!** Insurers and TPAs licensed for workers' compensation in Nevada must have at least one active registered user in the CARDS portal. **Former self-insured employers that no longer have an active certificate of authority but retain liability for open or closed claims are also required to maintain current claims and contact information in CARDS.**

## What do Insurers and TPAs do in CARDS?

Certain required reporting, such as the Insurer and TPA Information Forms, can only be submitted via the CARDS web portal. Most insurers and TPAs also submit required D-38 Claims Indexing data in the CARDS portal, although an FTP method is also available. Failure to submit the reports and maintain current information in CARDS may result in administrative fines. Insurers can also run reports in CARDS that provide comparative industry claims data.

## What are the Roles and Responsibilities of WCS, Insurers and TPAs?

- |           |  |
|-----------|--|
| WCS:      | Add CARDS Account Administrators designated by Insurers and TPAs<br>External User Support and Customer Service   |
| Insurers: | Add Users and Grant User Permissions (Account Admins)<br>Maintain Contact Information (Insurer Information Form)<br>Link their TPAs and maintain TPA relationships (Insurer Information Form)<br>Grant TPA Permissions to Submit D-38 Claims Indexing data (Optional)<br>Submit D-38 Claims Indexing |
| TPAs:     | Add Users and Grant User Permissions (Account Admins)<br>Maintain Contact Information (TPA Information Form)<br>Submit D-38 Claims Indexing data (if granted permission by insurer client)   |

## Where Can I Get Help with CARDS?

On our website: [CARDS Information Page](#)

In our online manuals:

CARDS Web Portal User Manual: [CARDS External System User Manual](#)

(also available in the CARDS portal when logged in by clicking the  icon)

D-38 Manual: [CARDS Claims Indexing and Claims History Request Requirements](#)

By email (please review the [CARDS Information Page](#) prior to emailing us):

[CARDS@dir.nv.gov](mailto:CARDS@dir.nv.gov) (for general questions regarding login issues, permissions, etc.)

[indexing@dir.nv.gov](mailto:indexing@dir.nv.gov) (for issues pertaining specifically to D-38 Claims Indexing)

# 2022 Workers' Compensation Educational Conference

We are excited to announce that registration is officially open for the Tenth Annual Nevada Workers' Compensation Educational Conference, which will take place at the Tuscany Suites Hotel on September 15<sup>th</sup> and 16<sup>th</sup>. The conference is presented by the State of Nevada Workers' Compensation Section, in association with the International Workers' Compensation Foundation.

This year's conference promises to be a highly informative and an engaging experience. There will be a variety of presentations which will include the following topics:

- Nevada Senator Dallas Harris (Keynote Speaker)
- Legislative Update
- COVID-19 Claims: National Trends
- Violence in the Workplace
- Virtual Reality Therapy
- Panel on the Best Practices for Audits
- CARDS Portal Informational Update
- Recovery Friendly Workplace
- Bar Counsel on Ethics
- Long-Haul COVID and it's Lasting Effects
- Psycho-Social and Behavioral Needs of Workers in a Post-COVID world
- Treating Non-Surgical Spinal Injuries from the Chiropractic Perspective
- How to Speak to Health Care Providers
- Customer Service in Claims Administration
- Premium Fraud

Individual registration is \$350 on or before July 31, 2022, and \$400 after July 31, 2022. The fee for exhibitors is \$800 and includes two (2) complimentary registrations for exhibitor representatives. Sponsorship opportunities are also available.

To register or for more information visit the IWCF website at [www.iwcf.us/iwcfevents.html](http://www.iwcf.us/iwcfevents.html).

We look forward to seeing you in September!



**CARDS**  
Claims and Regulatory Data System

<<Click here to login or register>>

Questions about Workers' Compensation?  
Click Here!



[WCSHelp@dir.nv.gov](mailto:WCSHelp@dir.nv.gov)

**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.

State of Nevada • Division of Industrial Relations

**Register Now!**

**WORKERS' COMPENSATION EDUCATIONAL CONFERENCE**

Thursday, September 15 and Friday, September 16, 2022  
Tuscany Suites Hotel Las Vegas, Nevada

Sponsorship and Exhibitor Opportunities Email: [iwcf@bellsouth.net](mailto:iwcf@bellsouth.net)

# Reporting Reminders

Insurers and TPAs are required to submit certain reports in the *Claims and Regulatory Data System (CARDS)* web portal and other reports outside of the portal, via email or to NCCI, our proof of coverage data collection vendor.

For a comprehensive list of reporting requirements for workers' compensation insurers, see the [Nevada Reporting Requirements Table](#).

## RECENTLY DUE:

- ◇ **2021 Annual Insurer Information Form (CARDS Web Portal):** This annual data call was emailed to insurers on 12/15/21 and was due 1/10/22. If you are a private carrier, self-insured employer or association of self-insurance employers currently or previously licensed for workers' compensation in Nevada and have not submitted an **Insurer Information Form** in the CARDS portal on or after October 1, 2021 please do so as soon as possible to avoid possible administrative action, including fines.
- ◇ **2022 Annual TPA Information Form (CARDS Web Portal), FY21 Statewide Claims Handled Data and List of Accounts:** This annual data call was emailed to licensed TPAs on 4/13/22 and was due 5/6/22. If you are a licensed TPA and have not responded to this data call, including submitting an updated **TPA Information Form** in the CARDS portal, please do so as soon as possible.

## COMING SOON:

- ◇ The **FY20 WCS Workers' Compensation Claims Activity Report** and the **FY21 WCS Workers' Compensation Claims Activity Report** pursuant to NRS 616B.009 and NAC 616B.016. WCS has not requested these reports yet and the forms and instructions are not yet available.

In an effort to catch up on data calls missed during the pandemic, WCS plans to issue one data call for both FY20 and FY21 reports (2 separate reports) with staggered due dates. The request for the reports and their due dates will be sent to insurers and TPAs via email. Links to the blank forms and instructions will be updated on our website at [Insurer-TPA Reporting](#).

We appreciate your patience while we work out the logistics of these data calls. Please feel free to contact the Research & Analysis Unit at [wcsra@dir.nv.gov](mailto:wcsra@dir.nv.gov) if you have any questions or concerns and visit the [WCS website](#) or [Insurer-TPA Reporting](#) page for more information.



W e l c o m e

## Hails, Farewells, and Promotions

Congratulations!



Welcome **Zachary Lyford** to Workers' Compensation Section as the new Compliance/Audit Investigator III in the Benefit Penalty unit, transferring from the DIR's Legal Counsel Division where he was the Legal Research Assistant. Zach is a native Nevadan and previously spent over 10 years with a workers' compensation insurance defense firm. Before joining the State, Zach was the Executive Director for the Democratic Party of Washoe County and spent time consulting tech firms, nonprofits, political campaigns, and medical organizations. Zach received his Bachelor of Arts in political science from the University of Nevada, Reno, and a Master of Arts in political science from Mississippi State University. In his free time, you can find Zach traveling overseas and spending time with his family.



# Hails, Farewells, and Promotions

(cont)

Workers' Compensation is pleased to welcome **Elizabeth Garcia** to the WCS Indexing Unit as an Administrative Assistant II. Elizabeth has worked for the State for 2 years and most recently worked at the Department of Motor Vehicles. Elizabeth also worked in the medical field and assisted the Spanish speaking community by providing much needed interpreting services. During her free time she enjoys spending time with her husband, four children and her two dogs, Diva and Scrappy.



Welcome to the WCS team, **Channell Lasiter!** She joins us, most recently, from the Fiscal office of the Department of Child and Family Services, having worked for the State of Nevada for almost three years. With her many years of accounting and bookkeeping experience, she will bring a wealth of knowledge and a love of numbers to her new role as Administrative Assistant II with the Research and Analysis team. She relocated to Las Vegas from Bakersfield, California almost 10 years ago. In her free time she loves music and being outdoors. You can find her off-roading on her quad out in the deserts surrounding Las Vegas or spending time with her husband and HIS 4 cats. She has three wonderful children and two grandchildren, whom she loves to visit when she can.

A big WELCOME to **Karla Scott** who joined the Carson City Workers' Compensation team in April as a Compliance Audit Investigator II. She previously worked for Health and Human Services as an Investigator with the Welfare division. Prior to the working for the State of Nevada, she built a career leading teams in the Insurance industry, Retail Banking and Healthcare. She is most proud of the fact that she fulfilled a life-long dream and graduated from the University of Nevada, Reno in 2021 with a Bachelor's Degree. She is using her spare time to research Masters degree programs that will help advance her career at the State of Nevada. Her hobbies include day trips to San Francisco and Lake Tahoe, and spending time with her two children and rescue chihuahua named Skippy Jon Jones.



Let's all welcome **Mercedes Ghiglieri** to the Workers' Compensation Indexing team! She joins us as an Administrative Assistant III, with previous experience working in insurance for nine years, as well as 15 year of customer service and office administration. She is a single mom to an amazing 9-year-old son, as well as a pet mom to 2 dogs, a cat, 2 guinea pigs, and a fish. In her free time, she enjoys learning new crafts and spending way too much money on crafting supplies!

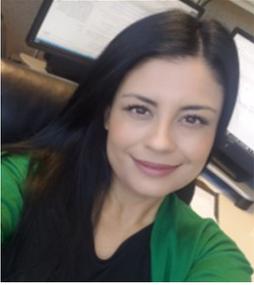
We would like to welcome **Jessica Rassier** to the WCS team! She joins us from the Office of the Military where she managed the social media accounts, marketing, and recruiting for the Battle Born Youth ChalleNGe Academy. She brings her creative edge to us as our new Administrative Assistant III, better known as the Educational Outreach Coordinator. With her help, we are resuming our Workers' Compensation training courses starting THIS month! In her free time, she loves game nights with her husband and 10-year-old son (which she rarely wins), when her 19-year-old step-daughter visits from Guam, live music, Seattle sports, all things Penn State, wildlife photography, as well as traveling the world; learning from everyone she meets. She wants to remind you, "You've got one life – make it count."





## Hails, Farewells, and Promotions

(cont)



Congratulations to **Cynthia Hernandez** who was promoted from Compliance/Audit Investigator I to Compliance/Audit Investigator 2 in the Employer Compliance Unit. Cynthia has been with WCS since December 2013 and was previously an Administrative Assistant II & III and receptionist for WCS. Cynthia is bilingual and brings much experience to her new position. In her spare time Cynthia enjoys spending time with family, watching a good Netflix Series, and just simply relaxing at home.

Congratulations are in order once again for **Barbara Foster** as she has been promoted to the position of Insurer Compliance Chief. Barbara has more than 25 years of workers' compensation experience in both the public and private sectors and has been with WCS since February 2021 as a Compliance/Audit Investigator III, and most recently in her role as our Subsequent Injury Coordinator. She brings a wealth of knowledge to her new role and is looking forward to a new chapter in her workers' compensation career. Prior to joining the Workers' Compensation Section, she was with the Department of Transportation, where she managed their workers' compensation program.



Congratulations to **Amanda Guimont**, who left WCS and returned to OSHA as a Whistleblower Investigator! She began her career with the State of Nevada in January of 2016 as an Administrative Assistant 2 for OSHA. In February of 2017, she was promoted to Administrative Assistant 3. In March of 2019, Amanda became the Administrative Assistant 4 to the DIR Administrator. During this time, she completed the SCATS Safety and Health Practitioner Certificate Program. She received her Bachelor of Science in Hospitality, Food Service, and Hotel Management from California State University, Long Beach. Outside of work, Amanda LOVES dancing, baking, kayaking, and spending time with family.

After over 25 years of state service, **Angelia Yllas** retired on June 3, 2022. Angelia started her career at the State's Welfare Division in 1997 but soon transferred to the DIR/WCS. Angelia jokes that she literally "grew up" in WCS; she began her journey as an Administrative Assistant III in the Medical Unit and was then promoted to a Compliance/Audit Investigator II in the Employer Compliance Unit (ECU). It was in ECU where Angelia sharpened her investigation skills and became a leader in the unit. Angelia was promoted to the ECU Supervisor in 2011 and ultimately rose to the Chief of Employer Compliance in 2017, overseeing the ECU operations in 3 offices statewide. Angelia was instrumental in implementing technological approaches to automate investigative processes for the unit, improving efficiency and increasing productivity. Angelia's also shared her expertise in employer coverage and compliance issues at a variety of community outreach events, including the Chamber of Commerce, EMPLEO and others. In recent years, Angelia has worked on many projects benefitting the entire WCS. She was an outstanding team player whose concerns extended to what was best for WCS and DIR. She was a valued coworker, supervisor and manager and WCS will not be the same without her! Angelia's retirement will allow her to spend more time with her family here in Las Vegas and in Texas. Congratulations to Angelia on a job well done - happy retirement!



# 2022 Training Sessions

ONLINE VIA **WEBEX**:

C-4 Processing and Using CVS

June 29, 2022 at 9:00am  
**(POSTPONED)**

Medical Billing

June 29, 2022 at 1:30pm  
**(POSTPONED)**

Medical Fee Schedule

July 13, 2022 at 9:00am

WCS Basic Orientation

August 2, 2022 at 9:00am  
August 2, 2022 at 1:30pm

Medical Billing

October 18, 2022 at 9:00am

C-4 Processing and Using CVS

October 18, 2022 at 1:30pm

To register:

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

-or-



## CONTACT WCS

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

SOUTHERN NEVADA  
(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](mailto:WCSHelp@dir.nv.gov)



## Hails, Farewells, and Promotions (cont)



After nearly 30 years of Nevada state service, **Sue Buswell** retired in April 2022. Sue has had a long and colorful career with DIR, starting in 1996 as an Administrative Assistant in the Safety Consultation and Training Section (SCATS). WCS stole her away from SCATS and she was soon promoted to the Administrative Assistant to the Chief Administrative Officer. Drawing on her bookkeeping and accounting experience, she was promoted to Management Analyst 1 in the R&A Unit, where she was responsible for managing the issuance and collection of administrative fines and penalties for the WCS Southern District Office. In 2019, she promoted within the R&A Unit to a Management Analyst 2, where she worked closely with insurers and TPAs on CARDS issues, data calls, research, and special projects. Congratulations, Sue, on your impressive DIR career! We wish you a happy retirement – you will be missed!

## 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 Compliance Specialist – RN in the Carson City office oversees the Medical Unit in the northern region. 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 \(Req ID 6480\)](#) for the Las Vegas position and contact Katherine Godwin at [kgodwin@dir.nv.gov](mailto:kgodwin@dir.nv.gov) for the Carson City position.



### Medical Unit Email Addresses

[medunit@dir.nv.gov](mailto:medunit@dir.nv.gov)

Submit D-35 Forms, C-4 Forms (when requested), questions, complaints, billing appeals

[medpanels@dir.nv.gov](mailto:medpanels@dir.nv.gov)

Health care provider contact information and/or address changes, applications for WCS Treating Panel

[PPDreports@dir.nv.gov](mailto:PPDreports@dir.nv.gov)

PPD reports

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](mailto:rryan@dir.nv.gov)  
[jrassier@dir.nv.gov](mailto:jrassier@dir.nv.gov)

