"WC Safety Fund Assessment Contact" on Insurer Information Form: This is a new contact that is required for the purpose of assisting the Department of Business & Industry in maintaining accurate and up-to-date contact information related to insurer assessments.

"Individual Completing Form" on TPA Information Form: This information is required for the purpose of identifying and maintaining contact information for your most recent form submitter, as well as to assist in form processing. This was already a requirement on the Insurer Information Form.

New Organizational Information on Home Page: In order to make some of the basic, workers' comp-related, information about your organization(s) more accessible within the CARDS system, several fields have been added under each organizational name header. What information is displayed is contingent on the type of insurer (i.e., whether a TPA, private carrier, self-insured employer or association), as demonstrated below.
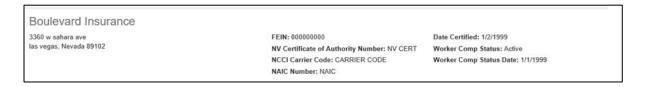
TPAs: FEIN; TPA License Number; Effective/Expiration Dates; and Nevada Certificate of Authority (Associated Insurers)
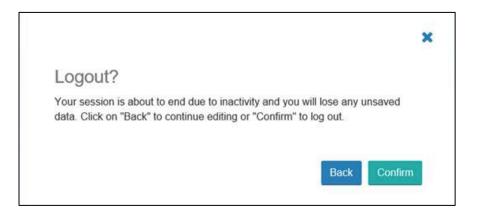

Self-Insured Employers/Associations: FEIN; Nevada Certificate of Authority; Company ID; and Date Certified/Decertified

Private Carriers: FEIN; Nevada Certificate of Authority; NCCI Carrier Code; NAIC Number; Date Certified; Workers' Comp Status ("Active" or "Inactive"); and Status Date
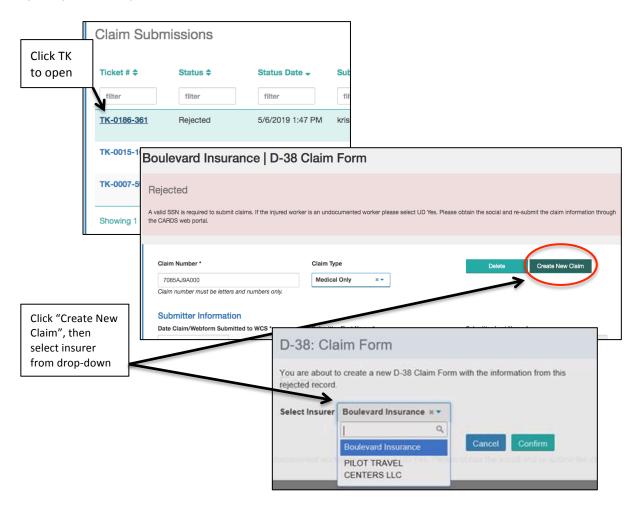

Site Timeout: The CARDS portal times out after 20 minutes of inactivity. After 15 minutes of inactivity, the system now generates a pop-up warning and asks if you wish to remain logged in. At that point, you have 5 minutes to either click "Back" or close the pop-up to remain logged in. If no action is taken, or if you click "Confirm", you will be logged out and returned to the login page. Previously, the CARDS portal did not provide any warning or notice for site time out, which also allowed users to fill out forms that they were unable to submit. This update should resolve those issues.
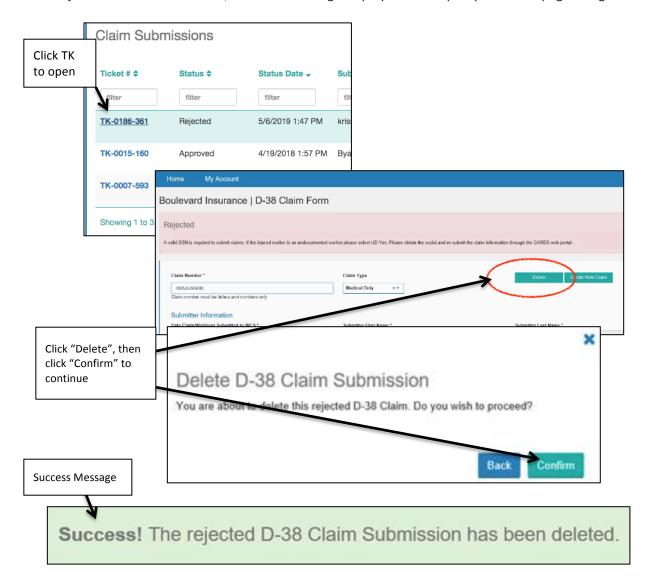
Claim Numbers in Claim Submissions Table: The claim number now displays for all submissions in your Claim Submissions table. Previously, claim numbers were only displayed for "Approved" claims. They now display for "Pending", "Rejected", and "Corrections Required" status as well.

Create New Claim from Rejected: You may now create a new D-38 claim from a previously "Rejected" claim record. First, select the "Rejected" claim that you wish to submit as a new claim from your Claim Submissions table and open it. Next, click the "Create New Claim" button at the top of the opened claim form, and then a pop-up box containing a drop-down will appear requiring you to select the insurer to which the new claim applies. Once an insurer is selected, the new claim form will appear with all other information pre-filled from the previously rejected form. The purpose of this update is to make it easier to modify and resubmit rejected claims. ** *Note: This function should be used with caution and only for circumstances in which the new claim will replace the rejected one. Be sure to thoroughly review all pre-filled fields for accuracy.*

Delete Rejected Claims: You may now delete "Rejected" claims. To do so, first select the "Rejected" claim you wish to delete from the Claim Submissions table and open it. Next, click the "Delete" button at the top of the opened claim form, and a pop-up box will appear. In the pop-up, click "Confirm" to continue with the deletion, or click "Back" to return to the rejected form. Once deleted, a success message displays at the top of your home page in a green banner.
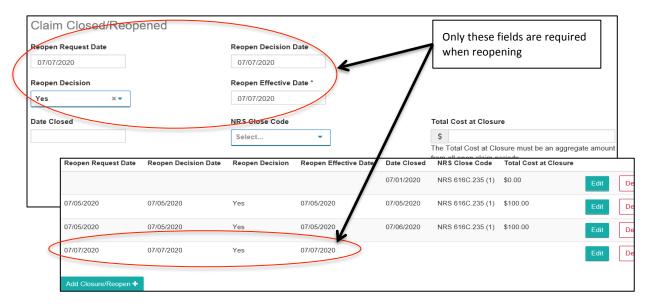

Expiration Date for Insurer/TPA Relationship: When you set a Relationship Expiration Date for an associated TPA on your Insurer Information Form, the TPA will now continue to have access to creating and updating claim submissions *until end of day on the day the relationship is set to expire*. TPA access will be denied beginning the next day. The system previously denied TPA access beginning on the same day as the Expiration Date.

D-38 Claim Closure Total Cost at Closure: When reopening a claim, the "Total Cost at Closure" field is no longer required. This corrected a system glitch. Only "Reopen Request Date", "Reopen Effective Date", "Reopen Decision Date", and "Reopen Decision" fields are required at the time of opening. "Total Cost at Closure" is only required at close, because users don't typically know the costs associated when opening the claim.

** *Note*: For a short time, CARDS did not accept $0 costs or any amount less than the previous (re)open period in the "Total Cost at Closure." Those system changes were not retained, and users can now enter any amount of $0 or greater in any open/close period. However, please remember that the "Total Cost at Closure" should always be the aggregate amount of costs from all claim periods.*