

# Attention Insurers & TPAs

## D-38 Claims Indexing Submitters

Do you submit a high volume of D-38s?

Would you like to avoid manually entering D-38s into the CARDS web portal?

**Maybe the Flat File Process is right for you!!**

### What is it?

A flat file consists of a single file of data records, stored in plain text format that can be imported into a database or data warehouse. It allows required claim information to be submitted timely and efficiently. It is safe and secure and helps to eliminate manual data entry.

### How does it work?

Your IT department creates a process to download information from your internal computer system and format it according to our requirements. Then the file is submitted to DIR's secure FTP site. DIR staff will then upload the file into the CARDS system. The files may be submitted daily, weekly or monthly.

### What is the first step?

Download the [D-38 Manual Version 3.1](#) and review the [Flat File using the FTP site](#) information section. Also download the [D-38 Claims Flat File Format document](#).

Once your company has developed your internal process to extract the data and format it accordingly contact Tricia Barchus at [pbarchus@business.nv.gov](mailto:pbarchus@business.nv.gov) to begin submitting test files.