

State of Nevada Director's Office: Consumer Health Assistance, Office of

Version Date: 2/28/2014

2001067 Consumer Health Assistance (CHA) Case Files

Reviewed: 04/30/2002

Description: This record series is used to document and administer the requests for assistance related to health care and workers' compensation problems from consumers and injured workers (see NRS 233.560). The files may consist of, but are not limited to: Requests for assistance; Consent for the release of confidential information; Copies of medical records, copies of explanation of benefits, copies of provider and hospital billings (and related records), etc.; Closure report; Copies of appeals and determinations; Related correspondence.

Retention: Retain these records for a period of three (3) calendar years from the final disposition of the case.

Disposition: Destroy Securely

2001068 Office for Hospital Patients (OHP) Case Files

Reviewed: 04/30/2002

Description: This record series is used to document and administer the requests to resolve disputes between patients and hospitals. The files may consist of, but are not limited to: Complaint/release form; Copies of hospital bills and related documents; Contact log; Closure form; Related correspondence.

Retention: Retain these records for a period of three (3) calendar years from the final disposition of the case.

Disposition: Destroy Securely

2001069 Quarterly Reports

Reviewed: 04/30/2002

Description: This record series documents the legal requirement for this office to file quarterly reports to the Governor and the Legislative Committee on Health Care as per NRS 223.575 (c). The files may contain, but are not limited to: Copies of the quarterly report [containing information on the number of complaints received, the number and types of disputes heard and the outcome or resolution of the case]; Related correspondence.

Retention: Retain these records for a period of five (5) calendar years.

Disposition: Permanent: Transfer to State Archives