

FREQUENTLY ASKED QUESTIONS

What can the Office for Consumer Health Assistance do for me?

- OCHA assists consumers with researching and resolving concerns with their health plans to include appeals / grievances, external review requests, eligibility, billing, benefit and/or claim denial.

- We help you get a better understanding of your rights and responsibilities under your health insurance plans.

- We provide information to Nevadans seeking access to healthcare, insurance coverage, and prescription drug assistance.

- We help injured workers navigate and get a better understanding of the Nevada workers' compensation process.

- We are also here to guide you through the provisions of the Patient Protection and Affordable Care Act of 2010, otherwise known as Healthcare Reform.

My insurance company is refusing to pay some of my medical claims.

What do I do?

First, contact the Member Services department of your insurance company. If they are unable to assist you or resolve your issue completely, contact our Office and we will advocate on your behalf.

How do I open a case with OCHA?

To open a case, call us at:

702-486-3587 or 1-888-333-1597

You may also open a case by downloading our forms from our website:

<http://dhhs.nv.gov/Programs/CHA/>

Or e-mail us at

CHA@govcha.nv.gov

Is there a charge for your services?

No. All of our services are provided absolutely free of charge.



OCHA helps Nevadans resolve their healthcare related issues, including:

- ◆ Explaining patient Rights and Responsibilities under their insurance plans
- ◆ Reviewing hospital and provider bills for accuracy
- ◆ Guiding injured workers through the Nevada Workers' Compensation process
- ◆ Assisting with enrollment in the Health Insurance Marketplace
- ◆ Appealing insurance denials
- ◆ Facilitating external reviews
- ◆ Helping the uninsured access healthcare resources
- ◆ Providing prescription assistance resources
- ◆ Assisting small business owners with locating healthcare resources

OUR PROGRAMS

Bureau for Hospital Patients (BHP)

Many Nevadans struggle with complicated hospital and provider bills. We can help you understand the laws that protect you along with the responsibilities you may have. We will review the charges billed to a patient as well as provide consumer assistance regarding billing disputes. We do not provide financial assistance, however, we will assist you in locating resources (if available), negotiating discounts or setting up payment arrangements.

Insurance Marketplace Navigators

Consumers looking for healthcare coverage can contact OCHA to obtain enrollment assistance from one of our certified Navigators. We can sit with you and review available plans, options and costs, and once you've found a suitable health plan, we can walk you through the marketplace enrollment process.

Workers' Compensation

Injured workers can get information and guidance on the Nevada workers' compensation process. We advocate on behalf of injured workers if there are delays in benefits or medical treatment. We can also help prepare and file hearing/appeal paperwork.

Office for Minority Health (OMH)

The mission of the Nevada Office of Minority Health is to improve the quality of health care services for members of minority groups; increase access to health care services; seek ways to provide education about health issues; and help the community address, treat and prevent diseases and conditions that are prevalent among minority populations.

OCHA
is

"Your Healthcare Advocate"



State of Nevada

Office for Consumer Health Assistance

555 East Washington Avenue, Suite 4800

Las Vegas, Nevada 89101

Main: (702) 486-3587

Fax: (702) 486-3586

Toll free: (888) 333-1597

WEB: <http://dhhs.nv.gov/Programs/CHA/>

E-MAIL: CHA@govcha.nv.gov

SE HABLA ESPAÑOL

State of Nevada
Office for
Consumer Health
Assistance



Governor's Consumer Health
Advocate

Bureau for Hospital Patients

Office of Minority Health