

JOE LOMBARDO
Governor

STATE OF NEVADA



DR. KRISTOPHER SANCHEZ
Director

SCOTT J. KIPPER
Commissioner

**DEPARTMENT OF BUSINESS AND INDUSTRY
DIVISION OF INSURANCE**

May 10, 2024

Honorable Joe Lombardo
State Capitol Building
101 N. Carson Street
Carson City, NV 89701

Nicolas Anthony, Director
Legislative Counsel Bureau
401 S. Carson Street
Carson City, NV 89701-4747

Dear Governor Lombardo and Director Anthony,

The Nevada Division of Insurance (Division) provides the following aggregated provider denial report for calendar year 2023 as per Nevada Revised Statute ("NRS") 679B.124. Provider denial letters submitted by health carriers per subsection 2 of NRS 679B.124 are the basis of the report.

Pursuant to SB57 the Division has issued new guidance to carriers for reporting these data in the form of matrix reports for calendar 2024 and beyond, with the requirement that carriers archive and make available upon request of the Commissioner the individuated denial letters represented in the reports. The Division will also require for 2024 forward that carriers provide more specific descriptors for those instances where the denial reason provided is plainly ambiguous.

For calendar year 2023, the Division received 148 submissions, representing 25 companies, and 1,097 total provider denials. These submissions included 744 unique providers and 91 unique provider specialties. The vast majority of the denial letters received—660—were for providers located in the metro areas of Las Vegas, Reno, and Carson City, followed by denial letters to out of state providers at 432 denials; denials in counties with extreme access conditions are down this year at merely 3 versus 10 in 2022.

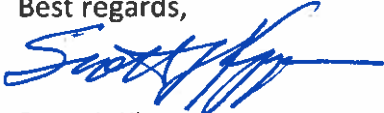
The most common reasons indicated for denial were:

- 1) Business decision, 24%
- 2) Adequate network in service area, 22%
- 3) Outside of service area, 14%

Summary statistics for the provider denial submissions are provided in the below exhibits.

Please let us know if you have any questions.

Best regards,

A handwritten signature in blue ink, appearing to read "Scott J. Kipper", with a long horizontal flourish extending to the right.

Scott J. Kipper
Commissioner of Insurance
Nevada Division of Insurance

Exhibit I, Submission Stats

Summary Metric	2022	2023
Filing Submission Count	142	148
Unduplicated Companies Denying Applications	20	25
Total Number of Unique Providers Denied	584	744
Total Number of Providers Denied for all Companies	918	1097
Total Number of Unique Specialties	95	90

Exhibit II, Geo Summary

County Designation	Provider	Count
	2022	2023
Metro (Washoe, Clark, & Carson)	602	660
Micro (Douglas & Lyon)	7	2
Rural (Storey)	0	0
Counties with Extreme Access Conditions (Remainder of State)	10	3
Out of State Providers	299	432
Total	918	1097

Exhibit III, Denial Reason Ratios by Volume

Denial Reason Descriptor	% of Denials
Business decision	24.21%
Adequate network in service area	21.53%
Outside of service area	13.57%
Does not meet criteria	9.99%
Specialty Not Needed	7.39%
Not interested in contracting at this time	5.93%
Do not have any members in your area	2.44%
Unacceptable history	1.79%
Does not meet education or training requirements	1.46%
No hospital privileges or admitting arrangement	1.46%
Does not hold DEA Certificate for Nevada	1.06%
Incomplete credentialing application	1.06%
Credentialing Denial	0.97%
No response to request for additional information	0.97%
Unable to verify education/training	0.73%
Currently no members in the area	0.57%
License revocation	0.49%
Unable to verify professional liability insurance	0.49%
Did not receive info regarding hospital privileges	0.41%
Credentialing Revoked	0.32%
Practitioner must not be under sanction, excluded, debarred, terminated, or precluded from the Medicare/Medicaid program	0.32%
Prior disciplinary actions	0.32%
Could not confirm active license in state	0.24%
Nevada State Board of Pharmacy Action	0.24%
State Board Actions	0.24%
Unable to come to mutually agreeable terms	0.24%
Do not offer commercial agreements for this specialty	0.16%
Excessive malpractice cases/Extensive malpractice history	0.16%
Extended Work Gap History	0.16%
Medical license is not active	0.16%
Missing NV State Specific Network Agreement	0.16%
Restricted License	0.16%
Unable to verify hospital privileges	0.16%
Criminal Record	0.08%

Encumbered license (probation)	0.08%
No DEA or CDS certificates	0.08%
Not board-certified.	0.08%
Unable to verify residency	0.08%
	100.00%

Exhibit IV, Denials by Specialty

Specialty	Ct	Specialty	Ct	Specialty	Ct	Specialty	Ct
Acupuncturist	1	Emergency Medicine	3	Occupational Therapist	4	Psychiatry & Neurology	5
Allergy & Immunology	2	Endocrinology	1	Ophthalmologic Surgery	1	Psychiatry & Neurology - Child Adolescent Psychiatry	1
Ambulance	4	Family Medicine	4	Optometry	18	Psychiatry & Neurology - Geriatric Psychiatry	1
Ambulatory Family Planning Facility	1	Family Nurse Practitioner	14	Oral Surgery	3	Psychologist	3
Ambulatory Surgery Center	2	Gastroenterology	1	Orthodontist	1	Pulmonary	1
Anesthesia	10	General Practice	4	Orthopedic Surgery	4	Radiology	7
Applied Behavior Analysis Therapy	63	General Surgery	6	Other	2	Rheumatology	1
Audiology	4	Group Practice	2	Pain Management	5	Skilled Nursing Facility Rehabilitation	1
Behavior Analyst	4	Home Care & Hospice	32	Palliative Care	1	Speech Pathology	5
Behavioral Health	18	Hospitalist	1	Pathology	5	Substance Abuse Rehabilitation Facility	2
Cardiology	4	Internal Medicine	47	Pathology - Anatomic Pathology & Clinical Pathology	1	Surgery	5
Certified Registered Nurse Anesthetist	5	Internal Medicine, Bariatric Provider	1	Pediatric Dentist	2	Telemedicine	17
Chiropractic	6	Internal Medicine-Cardiovascular Disease	1	Pediatrics	2	Thoracic Surgery	2
Clinic/Center-Mental Health	6	Internal Medicine-Geriatric Medicine	1	Personal Care Assistant	21	Urgent Care	9
Clinical Medical Laboratory	17	Internal Medicine-Infectious Disease	2	Pharmacy	3	Urology	3
Clinical Psychologist	1	Laboratory	88	Physical Medicine & Rehabilitation	10	Vascular Surgery	1
Counselor - Mental Health	7	Marriage & Family Therapist	6	Physical Therapist	18	Wellness Center	2
Counselor-Addiction (Substance Use Disorder)	1	Multi Specialty	10	Physician Assistant	4	Wound Care	12

Dentist-Pediatric Dentistry	1	Nephrology	2	Plastic Surgery	5		
Dermatology	6	Neurology	3	Podiatry	15		
Dermatopathology	1	Nurse Practitioner	49	Primary Care	2		
Dietician Registered	4	Nutritionist (Registered Dietician)	1	Primary Clinic Care	1		
Doula	6	Nutritionist/dietician	18	Prosthetics & Orthotic	4		
Durable Medical Equipment	53	OB/GYN	8	Psychiatry	2		
						Provider Count	744