



NEVADA
WORKERS' COMPENSATION SECTION
EXTERNAL WEB PORTAL

THE HISTORY OF CLAIMS INDEXING

- 1991 – Nevada Legislature passed NRS 616.1925 recodified to NRS 616B.018 requiring the Director of the Department to create a method of indexing workers' compensation claims.
- 1993 – Updated to include Associations of Self-Insured Employers.
- 1993 – Changed responsibility to the Division of Industrial Relations and the Administrator.
- 1997 – Made indexing information available to the Fraud Control Unit
- 1997 - Established the ability for DIR to issue fines for failure to provide information.
- 1999 – Established a list of data elements for indexing.
- 2001 – Changed language regarding claim closure in NRS 616C.235.
- 2015 – WCS began working on the development of CARDS for claims indexing.

CLAIMS AND REGULATORY DATA SYSTEM (CARDS)

- All insurers (private carriers, self-insured employers and associations of self-insured employers) and TPAs licensed for workers' compensation are maintained in CARDS. WCS staff will create the initial record for each entity with basic licensing information received from the Division of Insurance.

Insurers and TPAs then use the web portal to maintain their contacts, claims office and TPA relationship information, submit claims data and run reports.

Additionally, WCS employees maintain all employer compliance investigations, audits, complaints, coverage verifications and compliance orders in the system.

OVERVIEW

- USER REGISTRATION
- EXTERNAL USERS
 - Administrators
 - Individual
- USER MANAGEMENT & PERMISSIONS
- ACCOUNT SET UP
- FUNCTIONALITY

USER REGISTRATION

- All external CARDS users are required to register online and activate their account.
- Users will go to <https://CARDS.nv.gov> and click the Register Now button.
- Provide required information on the registration form.
- Click the link sent in the activation email.

EXTERNAL USERS

- **Administrators**

Every insurer and TPA entity is required to have two account Administrators authorized by WCS. Administrators are responsible for maintaining individual users and permissions to the account. Administrators are required to make requests to WCS in order to make changes to Administrators. Only WCS staff can grant the Administrator permission.

- **Individual Users**

Individual users must have permissions granted by the account Administrator for each Insurer/TPA. WCS staff does not have the ability to grant permissions to individual users in CARDS.

USER MANAGEMENT & PERMISSIONS

GLOBAL VS. INDIVIDUAL PERMISSIONS

Insurers have the ability to grant “global” access to one or more of their related TPAs to submit Claims Indexing data on their behalf. They also have the ability to grant access to individuals within their own company or any other individual access as a user.

TPAs only have the ability to grant access to individuals as users. These TPA users only have access to information related to that TPA unless their TPA is granted the global access by an Insurer.

ACCOUNT SET UP

- Register online at <https://CARDS.nv.gov> and activate account through emailed link.
- Designate an Account Administrator using PDF Fillable Form and email to CARDS@business.nv.gov.
- Administrators must grant at least one individual permission to complete the Information Form.
- That individual will complete the Information Form with appropriate contacts and submit.

FUNCTIONALITY

- Insurer / TPA Information Form
- Claims Indexing D-38
- Reports

INSURER / TPA INFORMATION FORM

Insurer/TPA Information Form:

A single, robust web form with customized fields for use by insurers and TPAs to maintain various contact/location information and to allow insurers to “link” to their related TPA(s).

***NEW* CLAIMS INDEXING D-38**

- A NEW Web form used to submit claims data to satisfy NRS 616B.018 and DETR requirements (NRS 612.265)
- New data elements added may eliminate the first page of the insurers Annual Claims Activity Report in the future.
- Fillable PDF Form submission is currently available to everyone for a limited time.
- Flat file submitted through FTP for large quantities of claims.

INSURER REPORTS

Prior Claims History

Insurer Specific Reports

Aggregate Reports (Public)

DETR – Payment Report/Query

THE FUTURE OF CARDS

- Occupational Disease Reports
- Permanent Total Data Call for Annual PT payments
- Special Data Calls
- Additional Reports for Insurers with valuable industry information.
- Potential to respond to complaints or audit findings by Insurer/TPA.

?? QUESTIONS ??

CARDS - cards@business.nv.gov
Questions related to the CARDS portal

INDEXING - indexing@business.nv.gov
Questions related to claims indexing

RESEARCH & ANALYSIS - WCSRA@business.nv.gov
Questions related to data calls

WCS HELP - WCSHelp@business.nv.gov
Questions related to all other issues