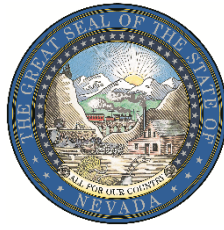


JOE LOMBARDO
Governor

STATE OF NEVADA

TERRY REYNOLDS
Director



NICK STOSIC
Interim Commissioner

DEPARTMENT OF BUSINESS AND INDUSTRY
DIVISION OF INSURANCE

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February 1, 2023

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

Brenda Erdoes, Director
Legislative Counsel Bureau
401 S. Carson Street
Carson City, NV 89701-4747

Dear Governor Lombardo and Director Erdoes,

The Nevada Division of Insurance (Division) provides the following aggregated provider denial report for calendar year 2022 as per Nevada Revised Statute ("NRS") 679B.124,3. Provider denial letters submitted by health carriers per subsection 2 of NRS 679B.124 as the basis of the report. The report includes the memorandum and data sheets attached.

Please let us know if you have any questions.

Best regards,

A handwritten signature in blue ink that reads "Nick Stosic".

Nick Stosic
Interim Commissioner of Insurance
Nevada Division of Insurance

MEMORANDUM

TO: JOE LOMBARDO, GOVERNOR OF THE STATE OF NEVADA

BRENDA ERDOES, DIRECTOR OF THE LEGISLATIVE COUNSEL BUREAU

FROM: NICK STOSIC, INTERIM COMMISSIONER OF THE NV DIVISION OF INSURANCE

SUBJECT: ANNUAL REPORT ON PROVIDER DENIALS PURSUANT TO NRS 679B.124

DATE: February 1, 2023

During Nevada's 2019 Legislative session, Senate Bill 234 was adopted and codified in the Nevada Revised Statutes ("NRS") under 679B.124. The statutes require the Commissioner of Insurance ("Commissioner") to develop, prescribe and make available a form letter that a health carrier must use to notify a provider of health care of the denial of his or her application to be included in the network of providers of the health carrier. The bill also requires that the health carrier send a copy of that letter to the Commissioner. This data is used to compile an annual aggregate report.

Public meetings were held to give an opportunity for the public and interested parties to provide feedback on a proposed provider denial letter. These meetings were held in 2019 on June 27, July 23 and August 13. The provider denial form letter and bulletin 20-001 were released to health carriers in January of 2021 and made available on the Insurance Division's ("Division") website.

For calendar year 2022, the Division received 142 submissions, representing 20 companies, and 918 total provider denials. These submissions included 584 unique providers and 95 unique provider specialties. The majority of the denial letters received (602) were for providers located in the metro areas of Las Vegas, Reno, and Carson City. The next two highest groupings were denial letters to out of state providers at 299 denials, and 10 denials in counties with extreme access conditions.

The main reasons indicated for denial were:

- 1) Provider specialty not needed within the network (43.1%)
- 2) Business Decision (22.5%).
- 3) Outside of Service Area (14.5%)

The Division of Insurance continues to work with the data and the denials submitted to gain insights on denial trends.

Please see a summary of the provider denial submissions below:

Provider Denial Data for Calendar Year 2022

Total Number of Unique Providers Denied	584
Total Number of Providers Denied for all Companies	918
Total Number of Unique Specialties	95

County Designation	Provider Count
Metro (Washoe, Clark, & Carson)	602
Micro (Douglas & Lyon)	7
Rural (Storey)	0
Counties with Extreme Access Conditions (Remainder of State)	10
Out of State Providers	299

Reasons for Denial to Carrier Network	% of Denials
Specialty not needed	43.1%
Business Decision	22.5%
Outside of Service Area	14.5%
Does not meet criteria for participation	4.9%
Must have an acceptable history relative to all types of investigations and disciplinary actions by any entity with jurisdiction over the applicant	3.5%
Does not meet education or training requirements	1.7%
Did not or could not provide documentation of valid CDS or DEA Certificate	1.6%
Revoked, encumbered or restricted license or other disciplinary action	1.4%
No participating hospital privileges or admitting arrangements	1.3%
Unable to verify hospital admitting privileges	0.8%
Did not receive information regarding current professional liability insurance	0.7%
Did not receive information regarding participating hospital privileges or admitting arrangements	0.5%
Inadequate number of years of formal training/residency	0.4%
Provider does not maintain an office to see patients	0.4%
Concerns for future substandard professional conduct based on a history of past performance	0.3%
Failure to Disclose State Board Action	0.2%
Restriction, suspension, or revocation of clinical privileges by a hospital or healthcare facility	0.3%
Criminal action or conviction	0.2%
Documented State Board Action	0.2%
Has not completed residency/fellowship training in specialty indicated on the application	0.2%
Not board-certified	0.2%
Unable to verify education or training requirements	0.2%
Unable to verify license	0.2%
Under sanction or exclusion from Medicare, Medicaid or other Federal government Program	0.2%
Unable to obtain current professional liability insurance	0.1%

Provider Denial Data for Calendar Year 2022

Specialty Denied	#	Specialty Denied	#	Specialty Denied	#	Specialty Denied	#
Acupuncturist	6	Early Intervention Provider Agency	1	Neurosurgery	4	Preventive Medicine	1
Ambulance	4	Emergency Medicine	11	Nurse Practitioner	63	Primary Care	7
Anatomic and Clinical Pathology	2	Endocrinology	1	Nutritionist / Dietician	13	Prosthetics & Orthotic	3
Anesthesiology	9	Family Medicine	1	Obstetrics And Gynecology	10	Psychiatric Facility	2
Audiology Services	1	Family Planning	2	Occupational Therapy	4	Psychology, Psychiatry and Neurology	28
Behavioral Analyst	32	Family Practice	59	Ophthalmology	5	Pulmonary	1
Behavioral Health	13	General Practice	7	Optometry	16	Radiology	10
Cardiology	7	General Surgery	5	Orthodontics	1	Registered Nurse	2
Certified Nurse Midwife	1	Group Practice	6	Orthopedic	10	Rehabilitation	3
Chiropractic	11	Gynecology	1	Other	11	Residential Treatment Center	3
Clinic/Center - Mental Health	4	Habilitation Specialist	1	Otolaryngology	3	Rheumatology	4
Clinic/Center - Other	10	Home Care & Hospice	39	Pain Management	13	Sleep Laboratory	1
Clinic/Center - Primary Care	2	Hospitalist	1	Pain Medicine	7	Speech Language Pathologist	11
Clinic/Center-Infusion	10	Internal Medicine	51	Palliative Care	1	Surgery	2
Clinical Medical Laboratory	17	Internal Medicine - Hematology & Oncology	3	Pathology	2	Telemedicine	10
Clinical Medical Library	1	Internal Medicine Geriatric Medicine	3	Pathology Phlebotomy	1	Thoracic Surgeon	2
Clinical Social Worker	13	Internal Medicine Infectious Disease	13	Pediatric Dentist	1	Urgent Care	8
Counselor - Mental Health	10	Internal Medicine Provider	1	Pediatrics	1	Urologist	1
Dental	4	Internal Medicine, Pulmonary Disease, Critical Care, Sleep Medicine	1	Personal Care Assistant	22	Vascular Surgery	3
Dentist	1	Laboratory	99	Pharmacy	12	Wound Care	9
Dentist Oral and Maxillofacial	4	Marriage & Family Therapist	3	Physical Medicine & Rehabilitation	10		
Dermatology	6	Medical Oncology	1	Physical Therapist	23		
Diagnostic Radiology	3	Multi-Specialty	12	Physician Assistant	9		
Doctor of Nursing	1	Nephrology	5	Plastic Surgery	2		
Durable Medical Equipment & Medical Supplies	36	Neurology	11	Podiatry	17		