

## **Bureau for Hospital Patients (BHP)**

Many Nevadans struggle with complicated hospital and provider bills. We can help you understand the statutes that protect you along with the responsibilities you may have. We will review the accuracy of the charges billed to a patient as well as provide consumer advocacy regarding billing disputes.

We **do not provide** financial assistance. However, we will assist you in locating payer sources (if available), negotiating discounts or setting up payment arrangements.

## **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.

[www.health.nv.gov/MH.htm](http://www.health.nv.gov/MH.htm)

## **Nevada 2-1-1**

One call to Nevada 2-1-1 will provide you with access to basic human needs resources; physical and mental health resources; programs for children, youth and families; support for the older community and persons with disabilities; as well as support for community crisis or disaster recovery.

[www.Nevada211.org](http://www.Nevada211.org)

GovCHA  
is

“Your Health Care Advocate”



**State of Nevada**

**Office of 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

# State of Nevada Office of Consumer Health Assistance



**Governor's Consumer Health  
Advocate**

**Bureau for Hospital Patients**

**Office of Minority Health**

## FREQUENTLY ASKED QUESTIONS

### What does the Office of Consumer Health Assistance do?

- GovCHA Ombudsmen assist 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 assist you in understanding your rights as well as your responsibilities in regard to your health insurance plans.
- We provide resources to Nevadans seeking access to healthcare, insurance coverage, and prescription drug assistance.
- We help you understand your rights and responsibilities under Nevada workers' compensation law.
- We are here to guide you through the changes of the Affordable Care Act 2010, including enrollment in the Pre-existing Condition Insurance Plan "PCIP" , or enrolling adult children up to age 26 into the parent's current insurance plan.

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

#### What do I do?

Contact your insurance company directly and ask to speak to a "Member Services." If they cannot or will not assist you, contact our office and we will review your claims and advocate on your behalf.

#### How do I open a case with GovCHA?

You may call us at **702-486-3587**

For residents outside Southern Nevada call toll free at **1-888-333-1597**

You may also file your complaint in writing by accessing the forms on our website.

log onto: [www.govcha.nv.gov](http://www.govcha.nv.gov)

Or email us at

[GovCHA@govcha.nv.gov](mailto:GovCHA@govcha.nv.gov)

#### Do you charge a fee for your help?

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



### GovCHA assists Nevadans in resolving their health care related issues:

- ◆ Access to Health Care Resources
- ◆ Appealing Insurance Denials
- ◆ Hospital and other Medical Bills
- ◆ Patient Rights and Responsibilities
- ◆ Prescription Assistance Resources
- ◆ Small Business Employer Health-Care Resource Information
- ◆ Uninsured Resources
- ◆ Workers' Compensation Claim Process, Education, and Guidance.