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State of Nevada
Office of the Governor,
**Consumer Health Assistance,
Bureau for Hospital Patients**

2002 Executive Report



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ASSEMBLY WAYS AND MEANS ^{1 of 2}
DATE: 2/04/03 ROOM: 3137 EXHIBIT E
SUBMITTED BY: Valerie M. Rosalin, RN, Director

2002 Executive Report
Office of the Governor, Consumer Health Assistance
Bureau for Hospital Patients

Introduction

Mission

The Mission of the Office of the Governor, Consumer Health Assistance, Bureau for Hospital Patients is to allow all Nevadans access to the information they need regarding their health care concerns. To assist and educate consumers and injured employees in understanding their rights and responsibilities under various health care plans and policies as well as industrial insurances. This is inclusive of HMO's, PPO's, self-funded, (ERISA) indemnity carriers, Medicaid, Medicare and government programs.

Goals

The Goal / Vision of the Office beyond being the first source of advocacy for consumer and provider assistance with health care issues is to expand CHA services by becoming the reference point for health information for researcher and stakeholders whereby health care policy is made.

Date Established

Established within the Office of the Governor, in the 1999 Legislature with the passage of Senate Bill 37. Effective July 1, 2001, Senate Bill 573 transferred the Office for Hospital Patients from the Department of Business and Industry to Office of the Governor, Consumer Health Assistance.

Staffing

The Director's responsibilities follow NRS 223.560, 570, 575. Two GOVCHA office locations: Las Vegas Office: Base location of the Director and Quality Assurance Specialists for hospital patients and all other health care issues. Carson City: Quality Assurance Specialist for workers' compensation, Operations Manager for data collection/ input analysis and two intake representatives. The two locations make it easily accessible to the north and south consumers. The Specialist are required to keep updated on community resources or information that would assist the Nevada consumers.