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STATE OF NEVADA
OFFICE OF THE GOVERNOR
CONSUMER HEALTH ASSISTANCE
BUREAU FOR HOSPITAL PATIENTS
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KENNY C. GUINN
Governor

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VALERIE M. ROSALIN, R.N.
Director

January 24, 2002

**2003 - 2005 BIENNIAL BUDGET
EXPANDED PROGRAM NARRATIVE**

Budget Account Number: 101-1003

Statutory Mandate: NRS 223.500 - 223.580

Agency Description: 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 Consumer Health Assistance.

Department Responsibility: The Goal and Mission of Consumer Health Assistance is to respond to requests for assistance regarding health related and workers' compensation issues from Nevada consumers NRS 233.500.

The Governor's Office for Consumer Health Assistance (GOVCHA) is dedicated to providing consumer assistance through identification and investigation of complaints related to health care, inclusive of prescription needs, medical care or denials of services, dental services and workers' compensation, as well as education, counseling and advocacy to resolve those complaints. There are two accessible office sites, Las Vegas and Carson City.

The Bureau for Hospital patients investigates accuracy and the appropriateness of charges billed to patients for their care. Investigates that under NRS 439B.260 reduction of billed charges for certain patients has been applied. As well as, advocates on patients' behalf for resolution of billing disputes or inability to pay.

Public Service and Critical Need: The Governor's Office, Consumer Health Assistance and Bureau for Hospital Patients serves Nevada consumers and stakeholders by educating them to understand their patients' rights and responsibilities under various health plans and policies as well as industrial insurance in accordance with the Nevada Statutes. A physician Medical Advisor is under contract for case review or peer contact as needed.

Referrals to this Office are generated from many sources inclusive of State and Federal Legislators, State Agencies, State Regulatory Agencies, Media, Health Care Providers and the Nevada consumers. GOVCHA has a collaborative relationship with all State Agencies and Nevada Community Providers.

EXHIBIT J Senate Committee on Finance

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