

SENATE BILL NO. 276—SENATOR SETTELMAYER

MARCH 15, 2017

Referred to Committee on Commerce, Labor and Energy

SUMMARY—Revises provisions governing the administration of claims for industrial insurance. (BDR 53-888)

FISCAL NOTE: Effect on Local Government: No.  
Effect on the State: No.

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EXPLANATION – Matter in *bolded italics* is new; matter between brackets ~~omitted material~~ is material to be omitted.

AN ACT relating to insurance; authorizing an insurer to process claims of industrial insurance at an office located outside of this State; requiring that persons processing claims of industrial insurance be accessible to an employer and his or her employees who are located in this State; and providing other matters properly relating thereto.

**Legislative Counsel's Digest:**

1 Existing law requires an insurer who provides industrial insurance to provide an  
2 office in this State that is operated by the insurer or its third-party administrator.  
3 Such an office must have persons authorized to act for the insurer who may receive  
4 information related to a claim and provide services to an employer and his or her  
5 employees. Additionally, an insurer shall provide a statewide toll-free telephone  
6 service to its in-state office or accept collect calls from injured employees. (NRS  
7 616B.027) **Section 1** of this bill authorizes persons who are authorized to act for the  
8 insurer to process, at an office located outside of this State, a claim of industrial  
9 insurance. **Section 1** further requires that such persons located outside of this State  
10 be accessible: (1) through electronic communications, videoconferencing,  
11 teleconferencing or other available technology that is provided by the insurer; and  
12 (2) by a statewide toll-free telephone service provided by the insurer or by the  
13 insurer accepting collect calls from injured employees. **Section 1** additionally  
14 authorizes the Administrator of the Division of Industrial Relations of the  
15 Department of Business and Industry to adopt regulations concerning: (1) the  
16 processing of a claim; and (2) the accessibility to persons located outside of this  
17 State who are working on such claims. **Section 2** of this bill makes conforming  
18 changes.



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THE PEOPLE OF THE STATE OF NEVADA, REPRESENTED IN  
SENATE AND ASSEMBLY, DO ENACT AS FOLLOWS:

**Section 1.** Chapter 616B is hereby amended by adding thereto a new section to read as follows:

*1. Persons authorized to act for an insurer at an office located outside of this State may process a claim that is filed in this State.*

*2. In processing a claim, persons authorized to act for an insurer at an office located outside of this State may receive information related to that claim and provide the services to an employer and his or her employees required by chapters 616A to 617, inclusive, of NRS. Such persons must be accessible:*

*(a) Through electronic communications, videoconferencing, teleconferencing or other available technology that is provided by the insurer; and*

*(b) By a statewide toll-free telephone service provided by the insurer or by the insurer accepting collect calls from injured employees.*

*3. The Administrator may adopt regulations concerning the:*

*(a) Processing of a claim at an office located outside of this State pursuant to subsection 1; and*

*(b) Access required by subsection 2 to persons who are authorized to act for an insurer pursuant to subsection 1.*

**Sec. 2.** NRS 616B.027 is hereby amended to read as follows:

616B.027 1. Every insurer shall:

(a) Provide an office in this State operated by the insurer or its third-party administrator in which:

(1) A complete file of each claim is accessible, in accordance with the provisions of NRS 616B.021;

(2) Persons authorized to act for the insurer and, if necessary, licensed pursuant to chapter 683A of NRS, *including, without limitation, persons authorized pursuant to section 1 of this act*, may receive information related to a claim and provide the services to an employer and his or her employees required by chapters 616A to 617, inclusive, of NRS; and

(3) An employee or his or her employer, upon request, is provided with information related to a claim filed by the employee or a copy or other reproduction of the information from the file for that claim, in accordance with the provisions of NRS 616B.021.

(b) Provide statewide toll-free telephone service to the office maintained pursuant to paragraph (a) or accept collect calls from injured employees.

2. Each private carrier shall provide:



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- 1 (a) Adequate services to its insured employers in controlling
- 2 losses; and
- 3 (b) Adequate information on the prevention of industrial
- 4 accidents and occupational diseases.
- 5 **Sec. 3.** This act becomes effective on July 1, 2017.

