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| NCC - white oval_bevel_shadow_transp.png  ***State of Nevada***  ***Department of Health and Human Services***  ***Director's Office***  ***rt Division Here>***  Consumer  FACT SHEET |

**OFFICE FOR CONSUMER HEALTH ASSISTANCE**

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| **Purpose** |

OCHA assists consumers with researching and resolving concerns related to access to health care and health insurance. This includes advocacy support with appeals/grievances, external review requests, billing, eligibility, benefits and/or claims denials. We can assist you with understanding your rights and responsibilities related to your health insurance plans. We also provide information to uninsured/underinsured Nevadans seeking insurance coverage, and prescription drug assistance resources. All services are provided absolutely free of charge.

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| **Target Population** |

Nevadans seeking access to healthcare, insurance coverage, and prescription drug assistance or individuals with hospital/medical bill related issues

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| **Eligibility** |

There are no eligibility requirements

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| **Services** |

* Access to healthcare resources
* Appealing insurance denials
* Hospital and other medical bills
* Patient rights and responsibilities
* Prescription assistance resource
* Small business employer healthcare resource information
* Uninsured resources
* Workers compensation claim process, education, and guidance

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| **Program Policies and Procedures** |

Seven to ten days after the case is submitted an ombudsman will contact client or will be contacted in order the case was received

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| **How to Apply** |

To open a case call one of the numbers below:

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| **For Information** | |
| **Las Vegas**  (702) 486-3587 | **Toll Free**  (888) 333-1597 |

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| **Website** | |
| [http://dhhs.nv.gov/Programs/CHA/](http://www.govcha.nv.gov/) |  |

*Last Updated: 3/8/16 JW*