

Nevada - Notice of Complaint Procedures
In accordance with 689B.0285

Please read this notice carefully. This notice contains important information about how to file a complaint with us. You have the right to ask us to assist you in filing a complaint, review our decisions involving your requests for benefits, or your requests to have your claims paid.

I. Definitions

"Complaint" means any written correspondence from a policyholder, claimant or their representatives, provider, agent or other entity which expresses a grievance or complaint concerning:

- ✓ Payment or reimbursement for covered health care services;
- ✓ Availability, delivery or quality of covered health care services, including, without limitation, an adverse determination made pursuant to utilization review;
- ✓ The terms and conditions of a health care plan.

II. Designated Area Responsible For Complaint System and Receiving Complaints

Name: **Quality Control**
Address: **P.O. Box 82657**
Lincoln, NE 68501-2657
Phone: **877-897-4328 (Toll Free)**
Fax: **402-309-2579**

III. Levels of Review

A. First Level Grievance Review

1. Providing Notice

Any persons making a verbal complaint, in person or by telephone, will be instructed to document their concerns in writing and to forward their documentation to the Quality Control Unit at the address shown above.

2. Internal Review

The complaint will be reviewed by all appropriate internal parties. You will be kept apprised as to the status of the complaint in a timely fashion.

B. Second Level Grievance Review

You also have the right to present the grievance before a review board. The majority of the review board shall consist of insureds who receive health care benefits from us.

We will notify you of the results of the review within ten (10) working days of the decision.

Also, you always have the right to contact the Nevada Division of Insurance if you have a question or concern regarding your coverage under this contract. Please contact:

**Nevada Division of Insurance
1818 E. College Pkwy., Suite 103
Carson City, Nevada 89706**

Consumer Hotline:	1-888-872-3234
In the Carson City Area:	1-775-687-4270
In the Las Vegas Area:	1-702-486-3420
Hours of Operation:	Monday - Friday 8:00 a.m. - 5:00 p.m.