



DEPARTMENT OF
ADMINISTRATION
RISK MANAGEMENT
DIVISION

Workers' Compensation Liaisons' Newsletter

Volume I, Issue I

February 2010

- Need workers' comp reports for your agency? E-mail your request to Ana Andrews.
- We need to know: Please e-mail us any contact information changes to your agency's workers comp liaison. This enables us to keep you "in the loop."
- We are looking for your questions related to workers compensation. Send us an e-mail and we will post the answer for all to read!

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Introducing the first Workers Compensation Liaisons' Newsletter

The Risk Management Division is unveiling its first newsletter for all of the State of Nevada's Workers' Compensation Liaisons. Our hope is that you will like this idea and find it useful. Also, that you will submit questions that we can answer in a format that reaches and benefits everyone. In addition, our plan is to add articles on workers' compensation matters/issues that might be of interest to you. I am the Deputy Risk Manager for the division and I have been on the job now for almost eight months. During this period it has become apparent that, due to budget constraints affecting all State agencies, we are unable to provide classroom training as often as we have done in the past. Currently

we are working on providing most, if not all, of the classes offered by our division "on line." This will enable you to take the training at your desktop thus saving travel time and money. As you all know, we transitioned to a new Third Party Administrator: Cannon Cochran Management Services, Inc., (CCMSI) beginning January 1, 2010. We are very excited about this new partnership and we are already beginning to see the benefits. CCMSI strives to offer the highest level of customer service and satisfaction. Please don't hesitate to contact me with your questions, comments or concerns as we want to ensure that you get the best customer service not only from CCMSI but also from our division. I am looking



forward to your e-mails and/or telephone calls.

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Because you asked . . .

"I would like to discuss better communication between the liaisons and the TPA, i.e., CCMSI, as well as the doctor's office because even before the change in TPA I haven't been getting the updates I need."

The answer to your question is a phone call or a click away. You are welcome to call CCMSI's main phone number:

775-882-9600 and ask for assistance with your problem/question or to be transferred to the claims examiner handling your claim, or to talk to the Claims' Supervisor if the problem is with how the claim is being handled. You can also call Ana Andrews, Deputy Risk Manager (775.687-3191) if you need to discuss an issue right away. Further, we encourage

you to check the Workers' Compensation section in our division's new and improved website. The answer to your question might be there. Because we are in transition mode we ask for your patience, however, we are mindful of the fact that you might need a speedy solution and we are here to assist you!

**Risk Management
Division**



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our new and improved
website at:
<http://risk.state.nv.us>

C-3 SUBMISSION—IMPORTANT CHANGE!!!

By now some of you have received a request from CCMSI's staff asking for the completed C-3 forms. In some instances, you might have received an e-mail from Ana Andrews following up on CCMSI's request. There is a critical reason for these requests: CCMSI's claims system does not allow entry of a new claim without information contained in this form namely the injured worker's "date of hire." In other words, the claim cannot be entered into the system without this date. Therefore, the staff at CCMSI and our office would really appreciate it if you could submit the completed C-3 as soon as possible. Who knows? As the workers' comp liaison you might have a question on the claim and we would not be able to answer your questions because the claim has not been entered into the claims system.

Compensable or not Compensable? That is the question!

Injured worker Launa is walking at work and trips falling to the floor suffering an injury. Question: is her claim covered as a compensable (acceptable) workers' compensation claim? The answer: that all depends on a few facts. In order for a trip and fall claim to be compensable, on level ground, stairs, or any other surface, there has to be a causal connection that arose as a result of her employment. For example: if the worker was walking on a surface that was clean, dry, and free of cracks, ice, etc., and was well lit. Also, was she carrying something in her hands related to her employment that prevented her from clearly seeing her feet, something heavy that threw off her balance, or did she turn because a co-worker called her name

thereby causing her to turn quickly? In Launa's case, she was at a training seminar at a convention center, she walked into the restroom, entered the bathroom stall, turned to close and lock the door and her left foot slipped off her new 3" clog shoe due to her slick nylon socks causing a left foot fracture. There was no water on the floor, the floor was in good condition, she was empty handed and completely alone. This claim is not a compensable claim as there was nothing specifically related to her employment that precipitated this fall and the ensuing injury. The Nevada Supreme Court ruled on a similar case, Mitchell vs. Clark County School District, to support the denial of this case. There are many circumstances that would,

however, deem a trip and fall as a compensable claim depending upon the facts of the case. This is where the individual agencies and their workers' comp liaisons come into play and help the claims administrator determine the compensability of any given claim. If the claimant comes to you following a slip and fall and claims to have slipped on water, ask them to show you where the injury occurred, look to see if their clothing or shoes are wet and make sure the water is removed to prevent anyone else from falling. Always remember that you know your employee's better than the administrator and you may have insight that may help us identify red flag claims.

Risk Management's Contact Information

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