

Providing help for  
Nevadans with health  
related concerns

- Hospital Bills
- Provider Bills
- Prescription Needs
- Medical Benefits
- Information
- Appeals
- Insured—Uninsured
- Workers Compensation



Office of the Governor  
Consumer Health Assistance

555 E. Washington Ave. Ste. 4800  
Las Vegas, NV 89101

Phone: 702-486-3587  
Fax: 702-486-3586  
Toll Free: 1-888-333-1597

State of Nevada



Office of the Governor

*Consumer  
Health  
Assistance  
§  
Bureau for  
Hospital Patients*

*RxHelp4NV.org*



*Valerie M. Rosalin, RN, BSN, MSHSA, CPUR  
Director*



Office of the Governor

**Consumer Health  
Assistance**

**Bureau for Hospital Patients**

***Advocates for your  
Patients Rights !***



***Call or E-mail us at  
your convenience...***

***702-486-3587***

***1-888-333-1597***

***Cha@govcha.state.nv.us***

- Have you been denied health care services, such as authorization for surgery or prescriptions?
- Do you need to know what your rights are with your insurance - health plan? workers compensation?
- Need assistance in understanding your appeal rights and how the process works?
- Disputing or unable to pay your hospital or medical bills?
- Can't afford your prescription medications?

***Let us help you !***



**FREQUENTLY ASKED QUESTIONS**

***What does your agency do?***

GovCHA has Quality Assurance Specialists That assist consumers in solving problems with their insurance company including workers compensation.

***Do you charge a fee for your help?***

Our services are absolutely free to you.

***Can I file a complaint on the phone or over the internet?***

Yes, you can file your complaint by telephone, in writing, or by accessing the forms on our internet website:

[www.govcha.state.nv.us](http://www.govcha.state.nv.us)

***My insurance company is refusing to pay some medical bills. What do I do?***

Contact your insurance company directly and ask to speak to a member services supervisor. If they cannot or will not help, contact our Office and we will review your claims and advocate on your behalf.