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## Coordinator's Fiscal Year 2015 Report

(July 1, 2014 through June 30, 2015)

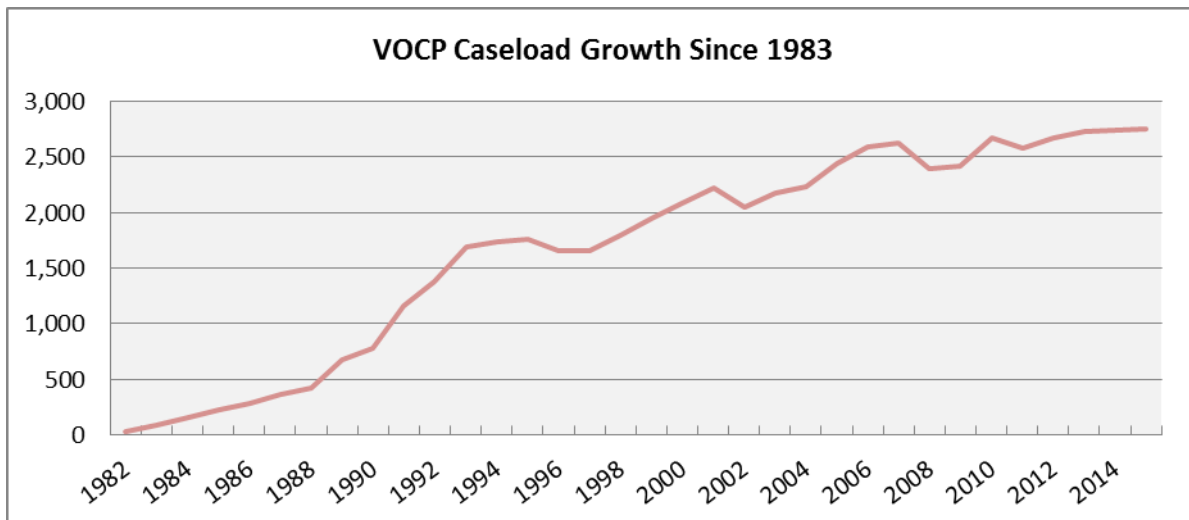
During FY 2015 the VOCP received **2,754** new applications, approving **2,216** victims for assistance with 6 applications still pending a decision as of July 31, 2015. This is 10 more applications received than in FY 2014.

During FY 2015 the VOCP closed 2,920 files after providing those victims all available benefits they qualified for, and paid all of their known crime related bills. *No victim was left with any crime related expenses when their claims were closed.*

During FY 2015 the VOCP satisfied **\$11,632,505.72** in approved victim hospital and medical bills, mental health counseling, lost wages, crime scene cleanup, relocation costs, and other crime related expenses.

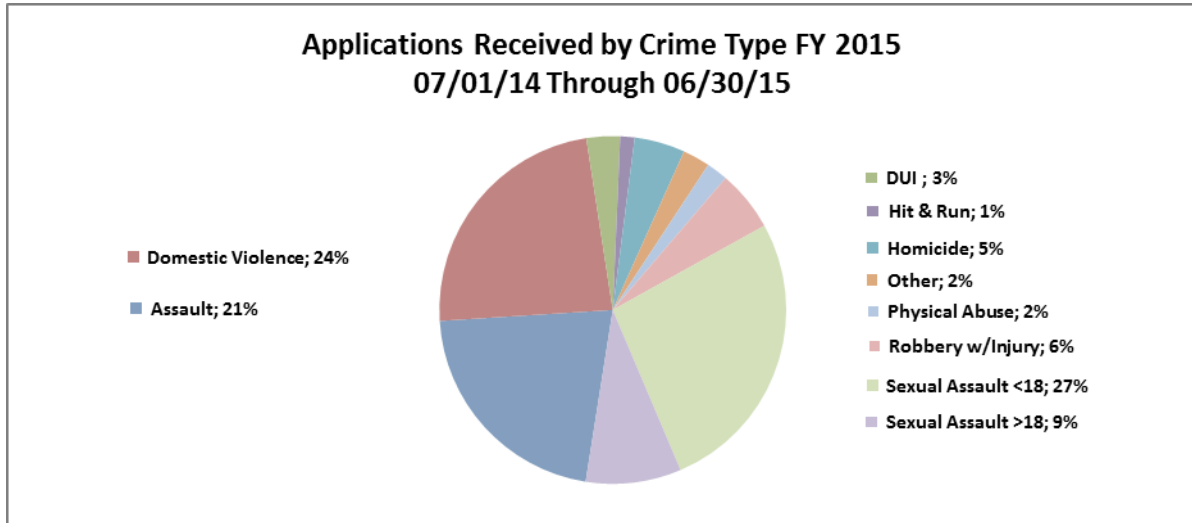
After VOCP bill review and cost containment policies were applied, these claims were satisfied with **\$4,231,355.45** of VOCP adjusted fee schedule payments. This means victims received the equivalent of **\$7,401,150.27** of assistance over the actual VOCP expenditures.

### Caseload Growth



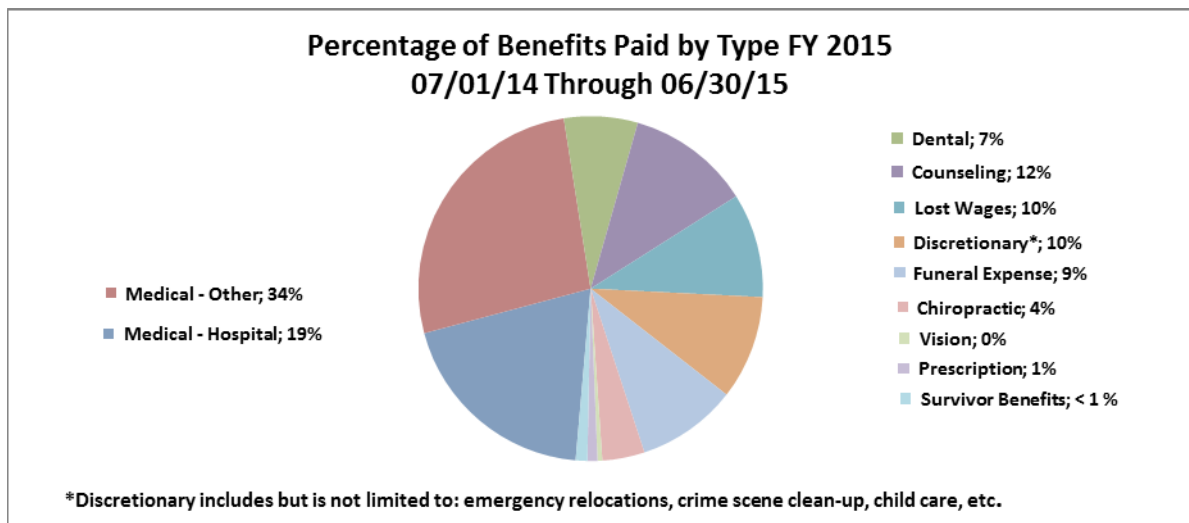
## Summary of Applications Received

The VOCP received **2,754** new applications during FY 2015. The following chart shows the percentage of applications received by crime type.



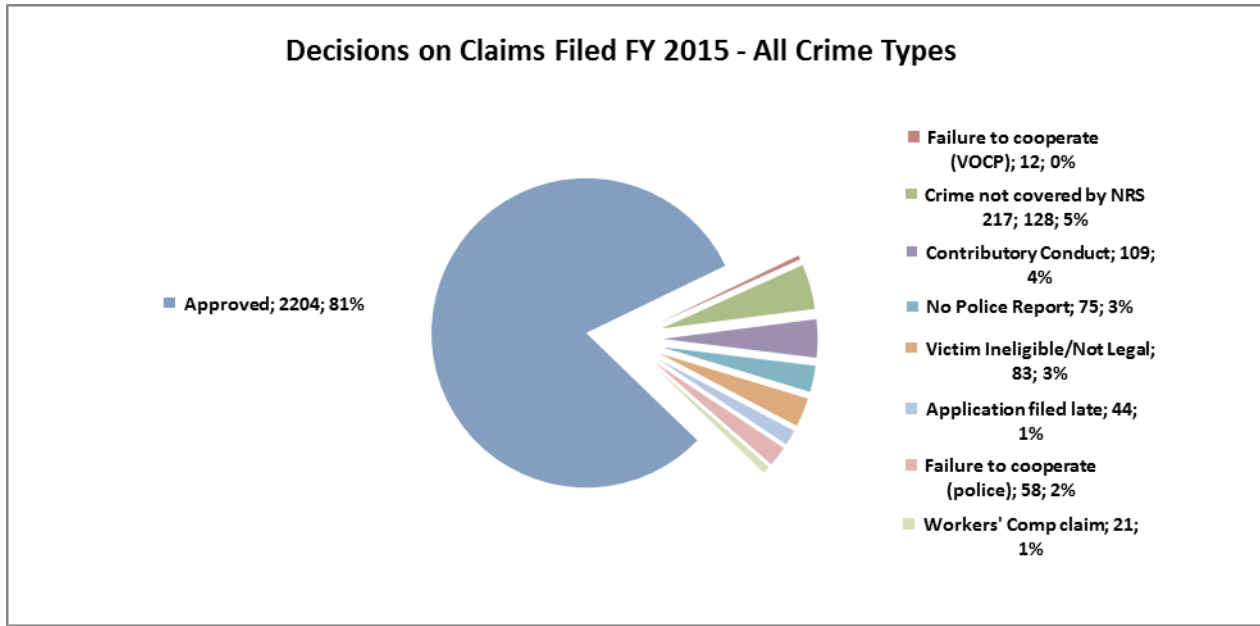
## Summary of Benefits Paid

Hospital and medical bills constituted 53% of all victim payments in FY 2015. We satisfied more than \$8.9 million in hospital and medical billings with \$1.9 million in fee-scheduled payments. The following chart shows the percentage of benefits paid by benefit type during the FY.



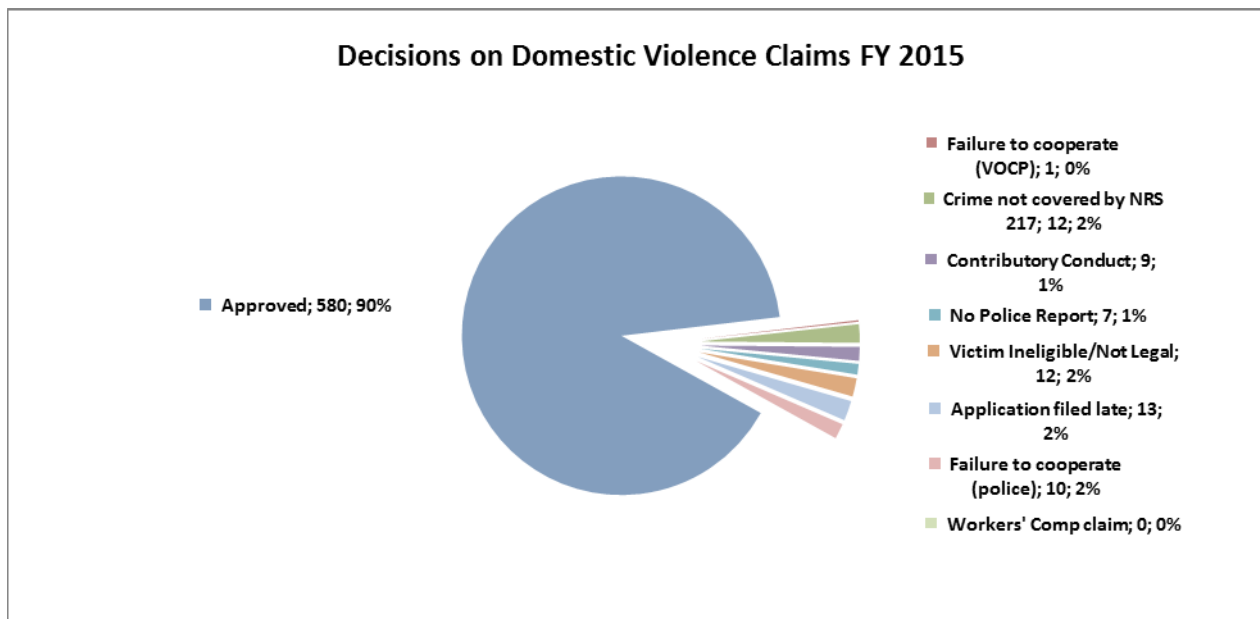
## Applications Approved and Denied

The following chart shows the number of applications approved and denied for FY 2015 with the reason for denial shown by total numbers and percentages. In FY 2015, 81% of applications were approved and 19% were denied.

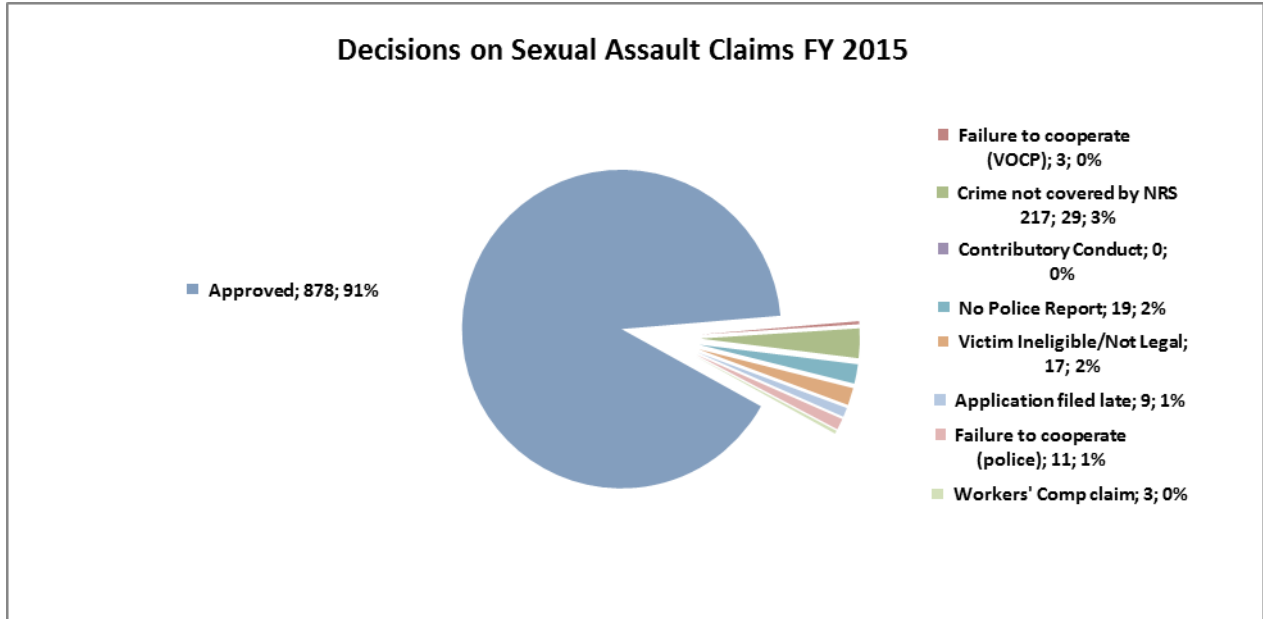


## Domestic Violence and Sexual Assault Claims

The following charts show the acceptance rate and reasons for denial on Domestic Violence claims in FY 2015 where 64 claims were denied, while 580 claims were approved.

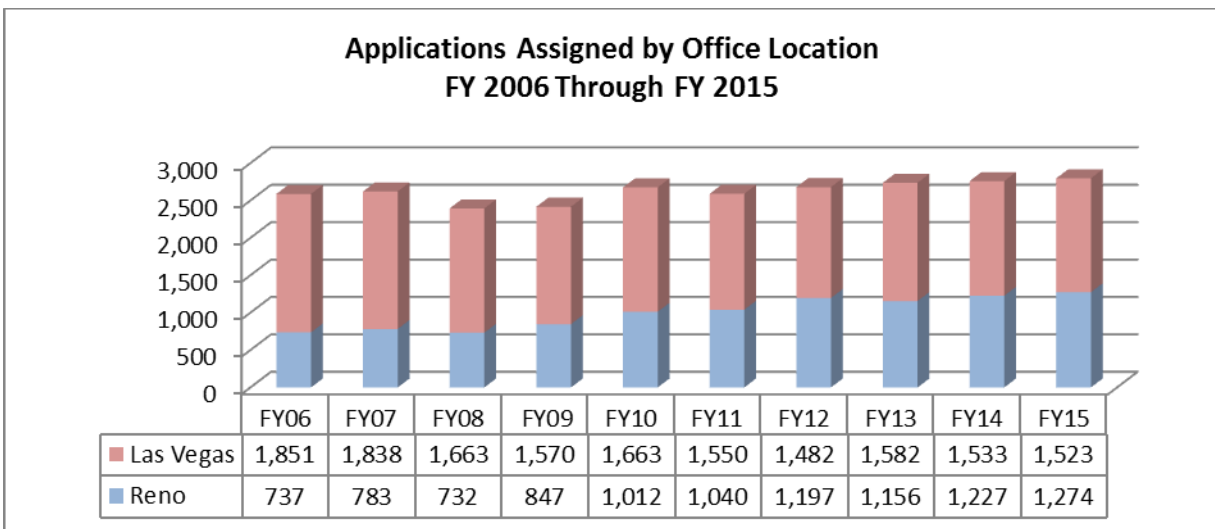


This next chart shows the acceptance rate and reasons for denial in sexual assault claims. In FY 2015, 91 claims were denied, while 878 claims were approved.



### Applications Assigned by Office Location

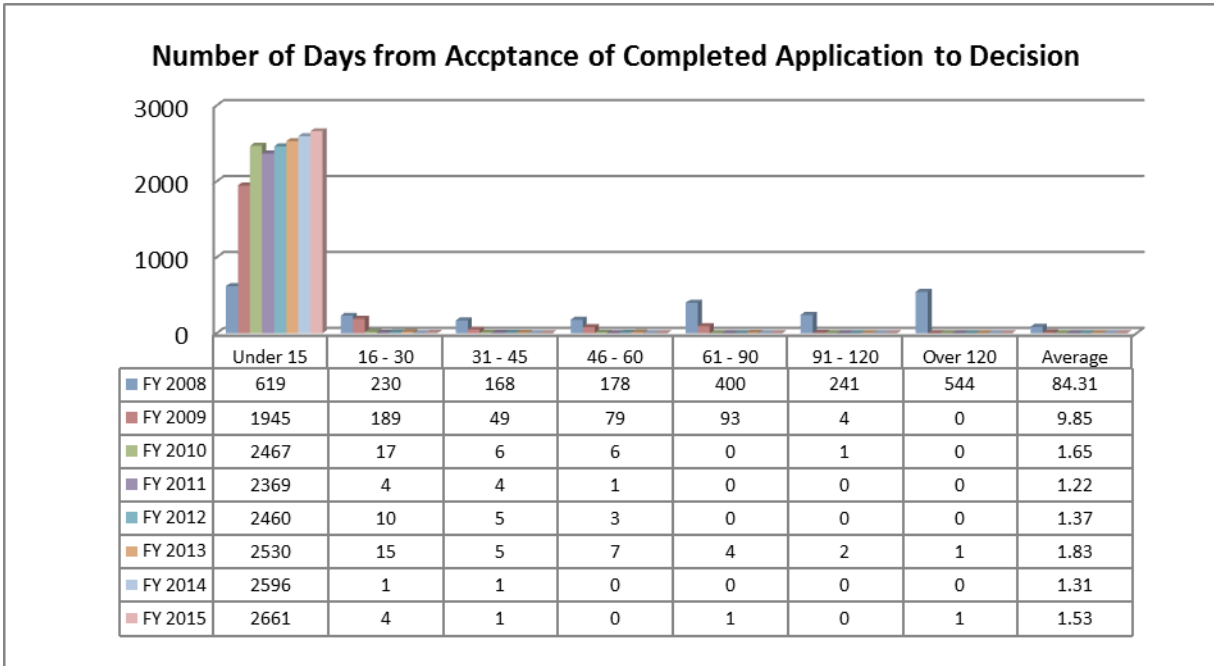
During FY 2015 the VOCP assigned **2,797\*** claims to Compensation Officers. The Las Vegas office received **1,523** applications and the Reno office received **1,274** applications. The following chart shows the number of applications assigned by office since FY 2006.



\*Note: variations in counts are caused when different criteria is used to produce reports. Applications Received is based on the application received date, and Applications Assigned is based on claim entry date. Claims are entered within one business day of receipt.

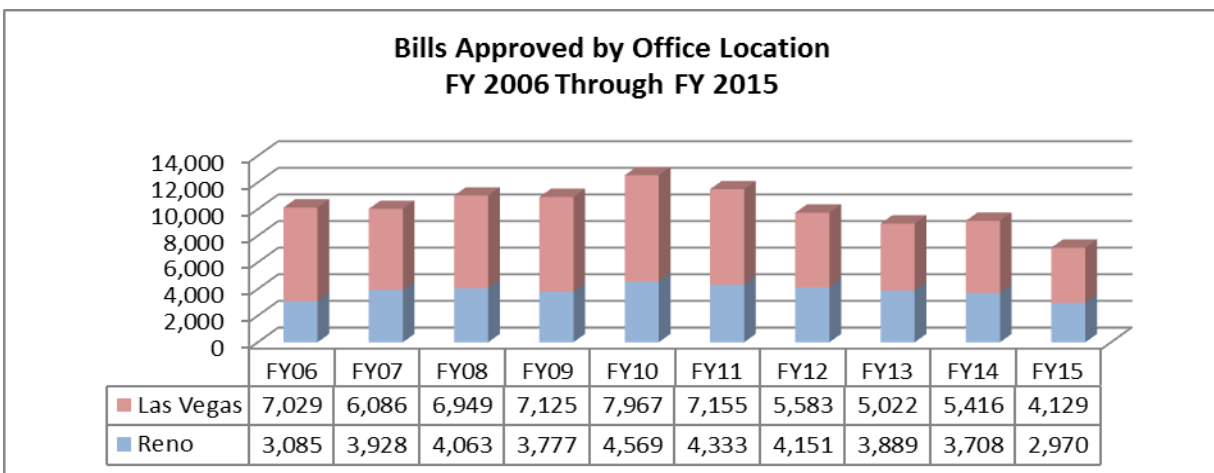
## Application Processing

In FY 2015 it took 11.21 days to approve an application when it was submitted *without* a police report. *When an application is submitted with a police report the average time to approval is 37 hours.* As the following chart shows, claim decisions are made within 1.53 days of receipt of a completed application and police report.



## Bills Processed by Office Location

One of the most important activities of the VOCP is processing and paying the victim's medical bills, counseling bills, lost wages, and other benefits. All outstanding medical bills, counseling bills, and other crime expenses incurred after claim acceptance are paid *weekly*. All emergency room and other "pre-acceptance" claims are paid by the end of each fiscal year quarter. The following chart shows the actual number of bills processed, by office location, each year since FY 2006.



## Impact of Cost Containment Policies

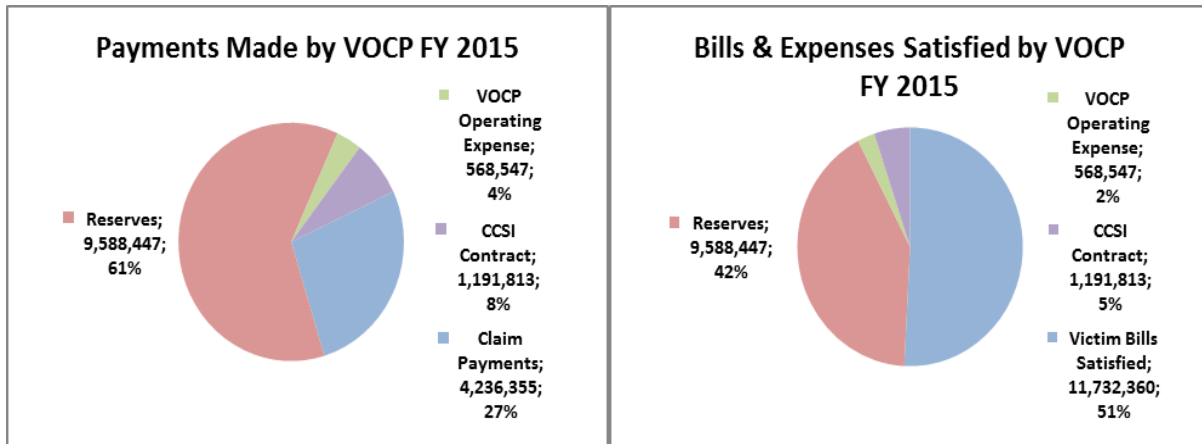
As the following chart shows the VOCP satisfied **\$11,632,505.72** in victim medical bills and claims for **\$4,231,355.45** of available funding in FY 2015. NRS 217.245 provides that a bill is deemed "paid in full" when the vendor accepts partial payment from the VOCP. This statute combined with cost containment policies adopted by the Board of Examiners allowed the VOCP to effectively extend benefits by an additional **\$7,401,150.27** during this fiscal year.

Payment Amounts by Type for FY 2015				
Type of Expense	Number of Bills	Total Victim Bills Submitted	Amount Saved by Bill Review	Amount Paid to Providers
Medical - Hospital	619	6,746,971.15	5,924,305.40	822,665.75
Medical - Other	2,024	2,194,123.58	1,065,480.51	1,128,643.07
Dental	180	412,474.61	119,819.84	292,654.77
Counseling	2,635	692,684.52	202,413.67	490,270.85
Lost Wages	381	420,068.48	6,250.76	413,817.72
Discretionary*	446	414,945.68	2,450.90	412,494.78
Funeral Expense	159	409,503.14	11,408.78	398,094.36
Chiropractic	332	232,856.65	64,841.07	168,015.58
Vision	53	23,083.21	4,164.82	18,918.39
Prescription	214	39,787.39	14.52	39,772.87
Survivor Benefits	53	46,007.31	0.00	46,007.31
<b>Total Payments</b>	<b>7,096</b>	<b>\$11,632,505.72</b>	<b>\$7,401,150.27</b>	<b>\$4,231,355.45</b>

\*Discretionary include: emergency relocations, crime scene clean up, childcare, etc.

## Program Administrative Costs as Compared to VOCP Benefits Provided

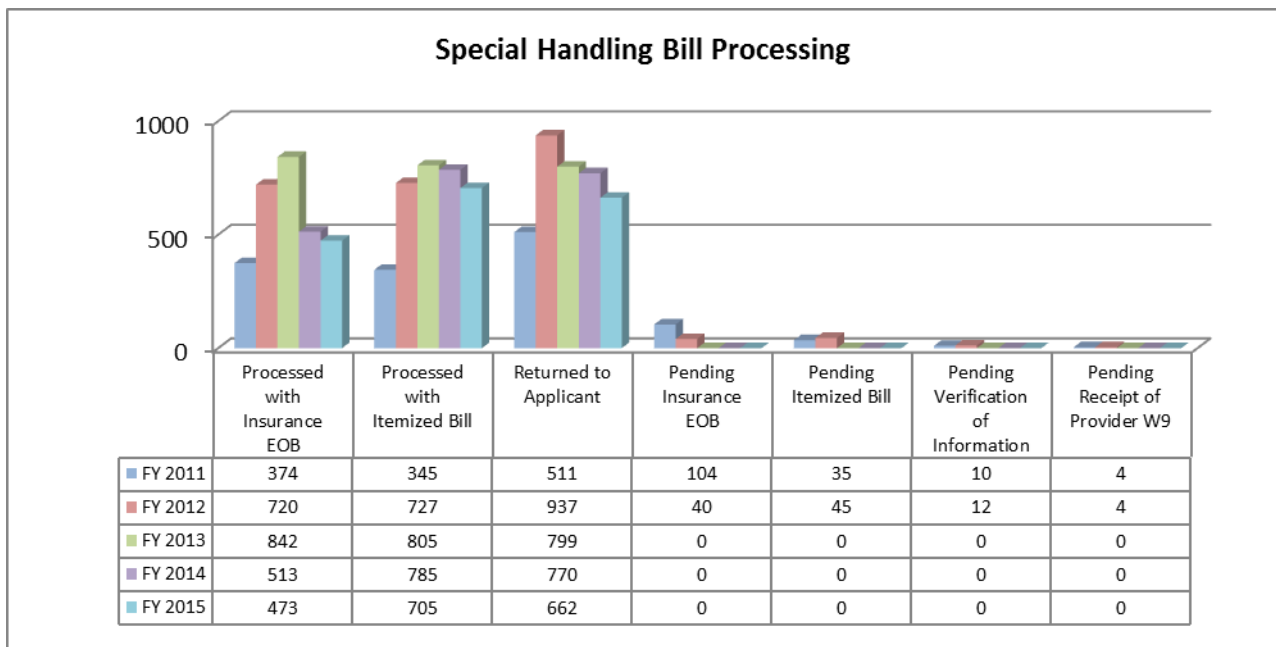
These charts show the percentage of costs of the VOCP and its contractor CCSI as compared to actual claim expenditures, and as compared to the total value of claims satisfied for the victims during FY 2015.



## Claims Process

In FY 2011 the VOCP implemented several changes to our workflow. We eliminated paper backlogs created when bills and documents were held pending the receipt of additional documentation necessary to pay a claim, by designing a way to handle these issues through the automated claims management system.

These changes allow us to manage and track every piece of paper that is submitted to the program, and speed the handling of claims. The multiple efforts that are made to obtain necessary information are documented in the system, and if the program cannot obtain the information necessary to process payment within 60 days, the documents are returned to the victim with a letter detailing what they need to provide before payment can be considered. This process ensures that victims are aware of their unpaid obligations, and gives them the opportunity to resolve issues before they are subject to collection activity. The following chart shows the number of bills that required special handling, as well as the current count of bills pending the receipt of further information.



## FY 2015 Operational Goals

In FY 2015 the VOCP rolled out a system upgrade that allowed the program to push more of the data entry activities to its contractor, CCSI. VOCP staff review the data entered for accuracy and determine the amount that is paid on each bill. Outsourcing the basic data entry allows us to continue operating with minimal staff, and provides another layer of review for payment processing.

Revisions to our system have also provided us with the ability to reserve funds for preauthorized treatment, set limits by benefit type and identify/report discretionary benefits paid by specific benefit type (i.e. relocation, child care expense, etc.).

Proposed changes in Federal Grant Performance Reporting will require the program to make several changes to forms, policies and systems in FY 2016. Expanded classification of victims served by type of victimization will require a review and possible reclassification of existing active claims, and new demographic reporting will require significant changes to both forms and systems. We expect to have all necessary changes identified and system changes implemented before November 2015.

### **Conclusion**

With the cooperation of Nevada's medical providers, the VOCP helped every approved victim pay every crime related expense before their claims were closed.

In FY 2015 this amounts to \$11,632,505.72 in claims resolved with \$4,231,355.45 of VOCP expenditures, a "savings" of \$7,401,150.27.

The increased level of claims paid in FY 2010 resulted in a 52.8% increase in the Federal Grant awarded to Nevada in FY 2012. This allowed us to increase our reserves to an amount sufficient to see us through the current economic downturn. Our reserves for future claims stand at \$8.7 million. We expect to use these reserves over the next five years as the amount of our Federal Grant decreases.

The policy changes adopted by the Board, combined with the utilization of cost containment practices provided by our contractor have allowed the program to successfully meet the challenges caused by significant state revenue reductions and fluctuations in the annual federal grant award. The Victims of Crime Program continues to meet the financial needs of Nevada's victims of violent crimes and will continue to do so for the foreseeable future.