

Brian Sandoval
Governor

James R Wells, CPA
Clerk, Board of Examiners



Patrick Cates
Director of Administration

Bryan Nix, Esq.
Senior Appeals Officer

Northern Nevada:
Hearing Office
1050 E. Williams St. Ste. 400
Carson City, Nevada 89701
(775) 687-8440 | Fax (775) 687-8441

Appeals Office
1050 E. Williams St. Ste. 450
Carson City, Nevada 89701
(775) 687-8420 | Fax (775) 687-8421

STATE OF NEVADA
DEPARTMENT OF ADMINISTRATION
Hearings Division
<http://hearings.state.nv.us/>

Southern Nevada:
Hearing Office
2200 S. Rancho Drive, Ste. 210
Las Vegas, Nevada 89102
(702) 486-2525 | Fax (702) 486-2879

Appeals Office
2200 S. Rancho Drive, Ste. 220
Las Vegas, Nevada 89102
(702) 486-2527 | Fax (702) 486-2555

Coordinator's Fiscal Year 2017 Report
(July 1, 2016 through June 30, 2017)

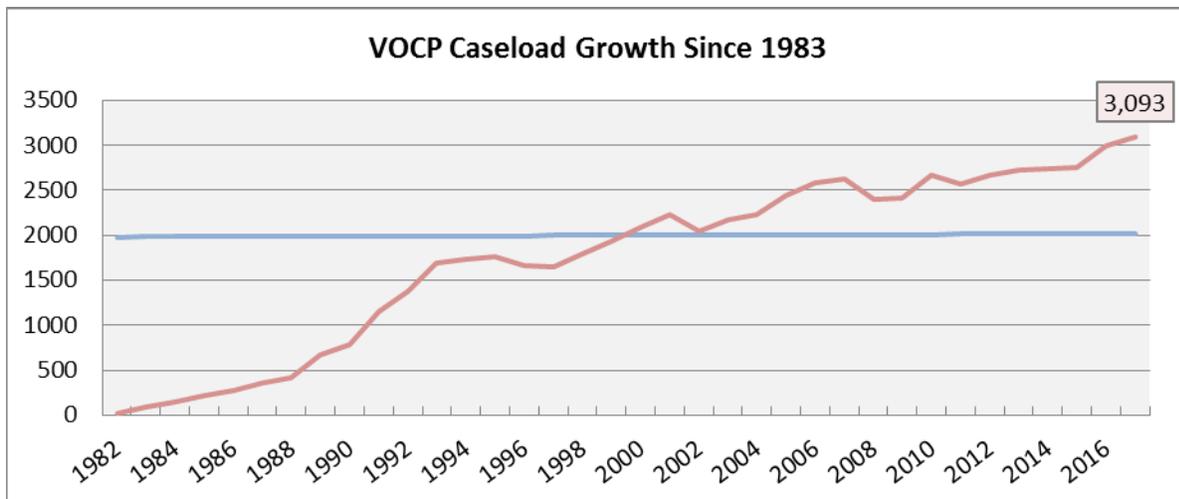
During FY 2017 the VOCP received **3,093** new applications, approving **2,558** victims for assistance with 11 applications still pending a decision as of July 28, 2017. This is 114 more applications received than in FY 2016.

During FY 2017 the VOCP closed 1,920 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 2017 the VOCP satisfied **\$13,219,362.60** in approved victim hospital and medical bills, mental health counseling, lost wages, crime scene cleanup, relocation costs, and other crime related expenses.

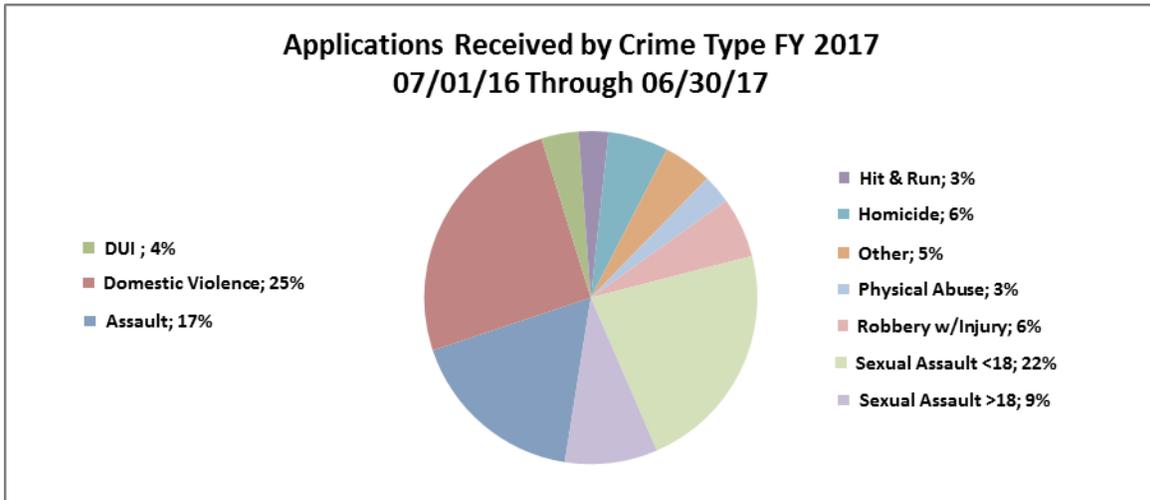
After VOCP bill review and cost containment policies were applied, these claims were satisfied with **\$4,662,175.43** of VOCP adjusted fee schedule payments. This means victims received the equivalent of **\$8,557,187.17** of assistance over the actual VOCP expenditures.

Caseload Growth



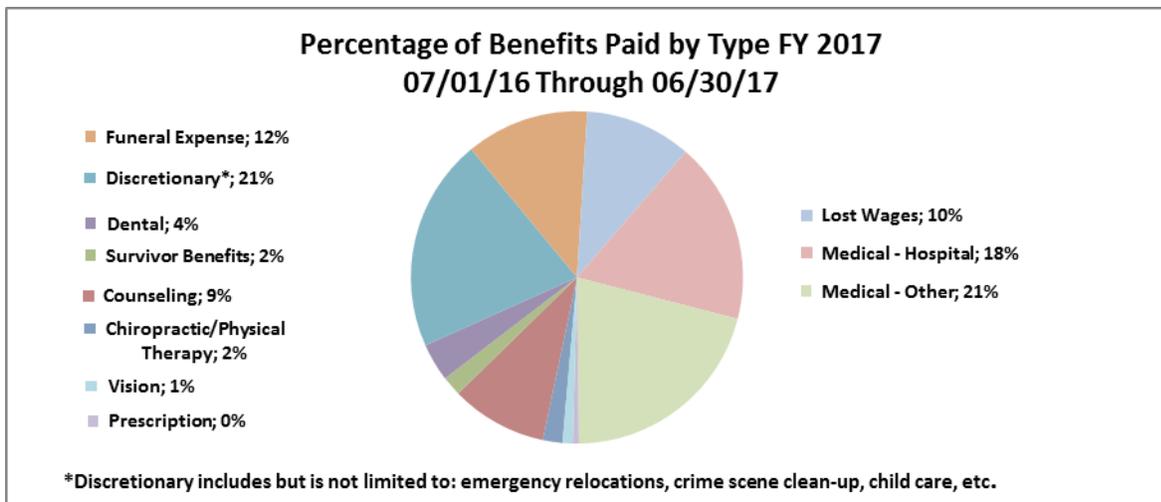
Summary of Applications Received

The VOCP received **3,093** new applications during FY 2017. The following chart shows the percentage of applications received by crime type.



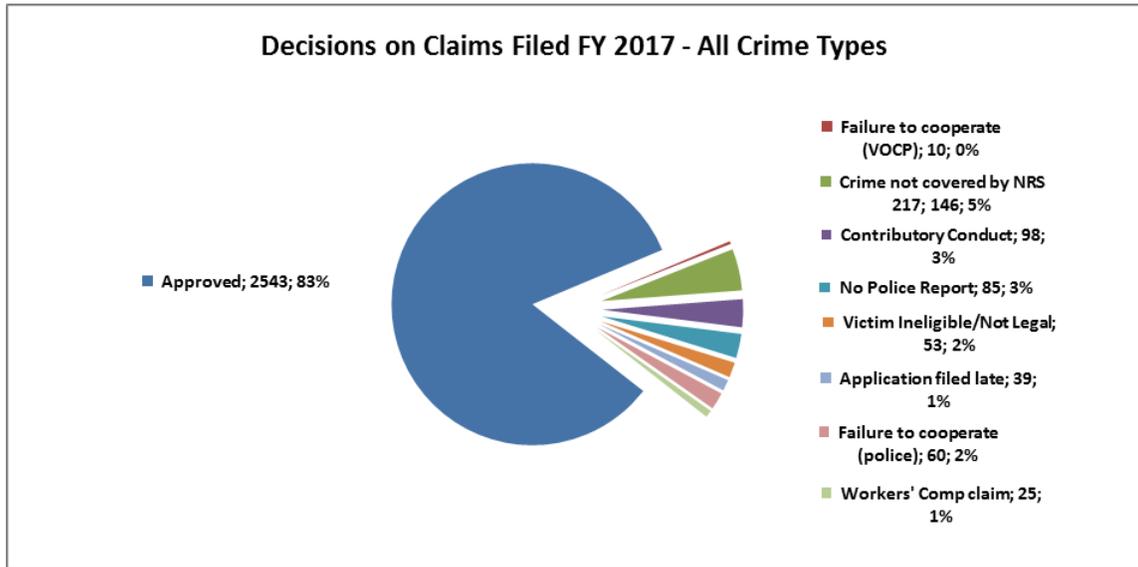
Summary of Benefits Paid

Hospital and medical bills constituted 39% of all victim payments in FY 2017. We satisfied more than \$10 million in hospital and medical billings with \$1.8 million in fee-scheduled payments. The following chart shows the percentage of benefits paid by benefit type during the FY.



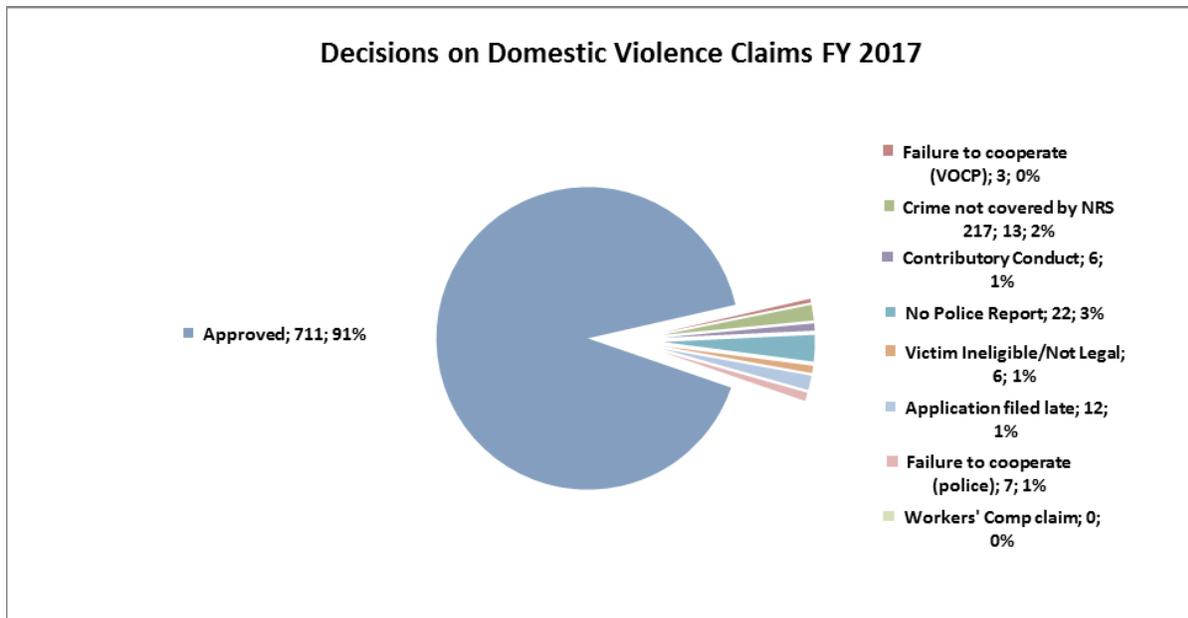
Applications Approved and Denied

The following chart shows the number of applications approved and denied for FY 2017 with the reason for denial shown by total numbers and percentages. In FY 2017, 83% of applications were approved and 17% were denied.

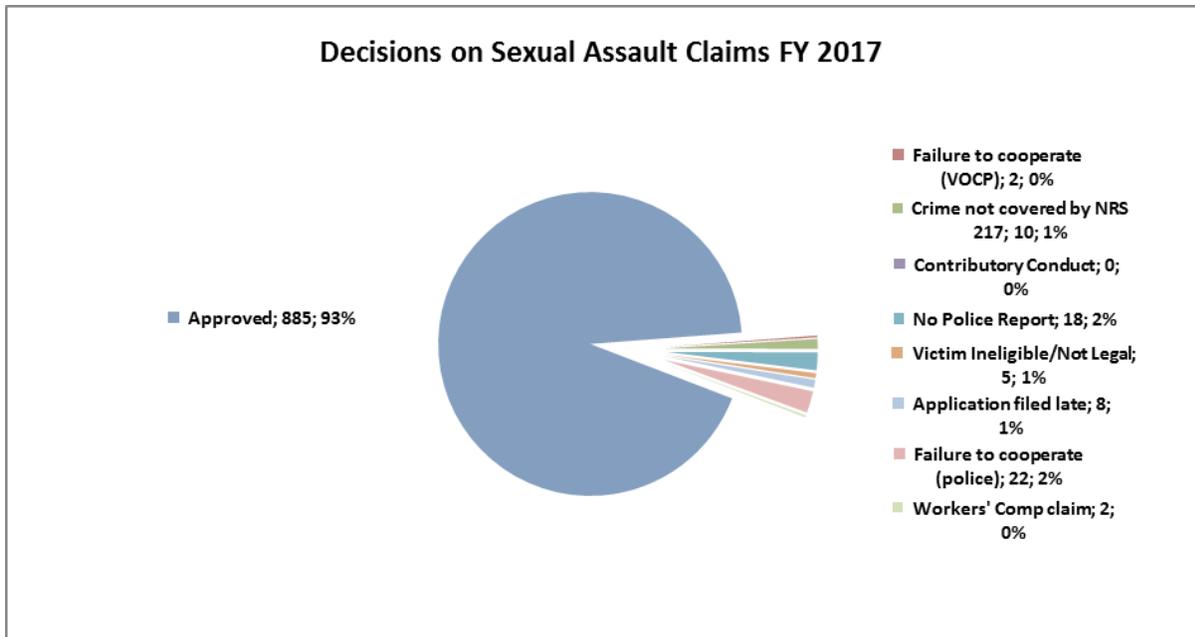


Domestic Violence and Sexual Assault Claims

The following charts show the acceptance rate and reasons for denial on Domestic Violence claims in FY 2017 where 69 claims were denied, while 711 claims were approved.

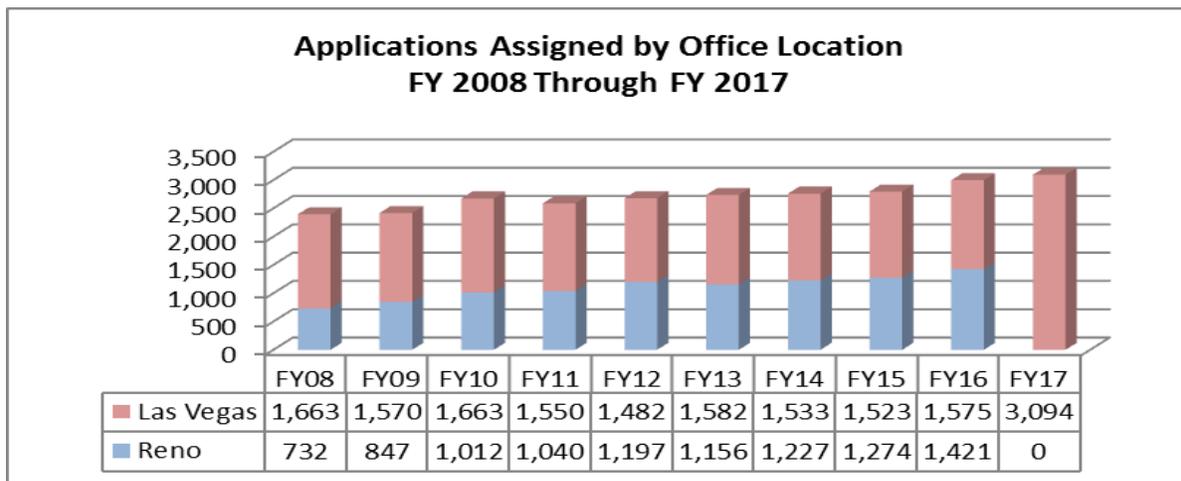


This next chart shows the acceptance rate and reasons for denial in sexual assault claims. In FY 2017, 67 claims were denied, while 885 claims were approved.



Applications Assigned by Office Location

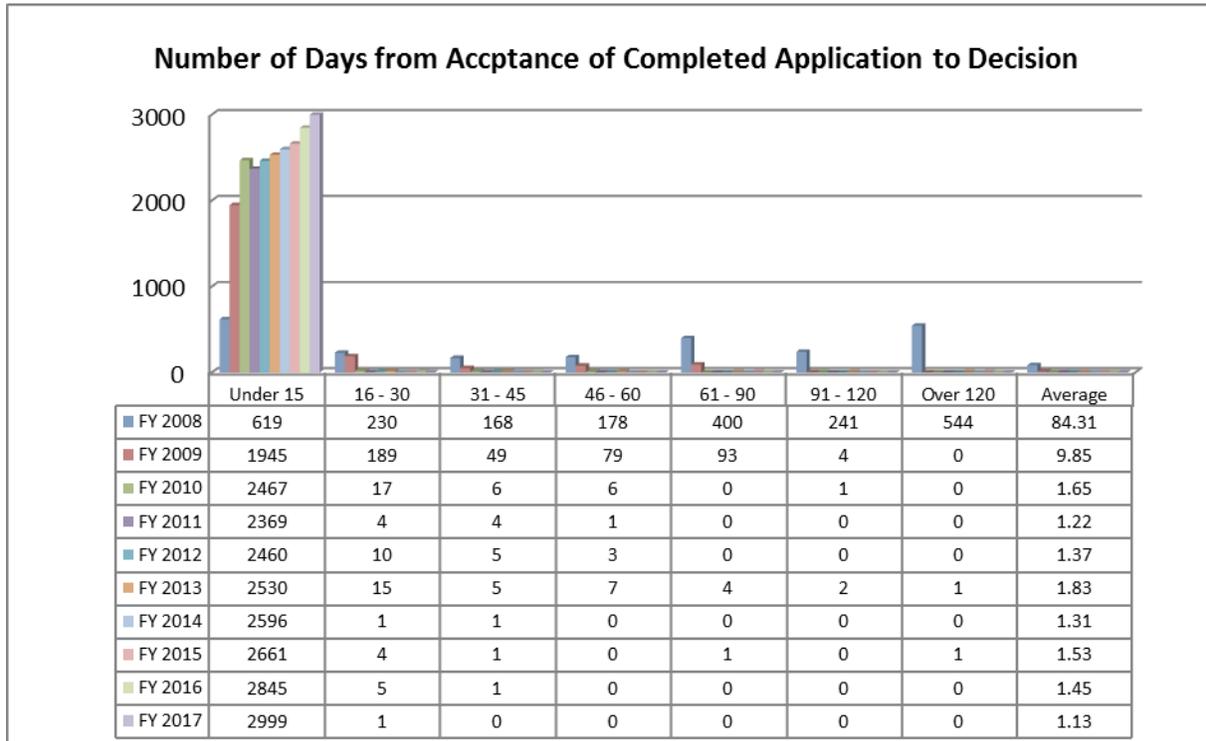
During FY 2017 the VOCP assigned **3,094*** claims to Compensation Officers. Our Northern Nevada Compensation Officer, George Crown, retired from service this past year, so we moved the position to Las Vegas to reduce operational expense. The Las Vegas office now processes all applications. The following 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

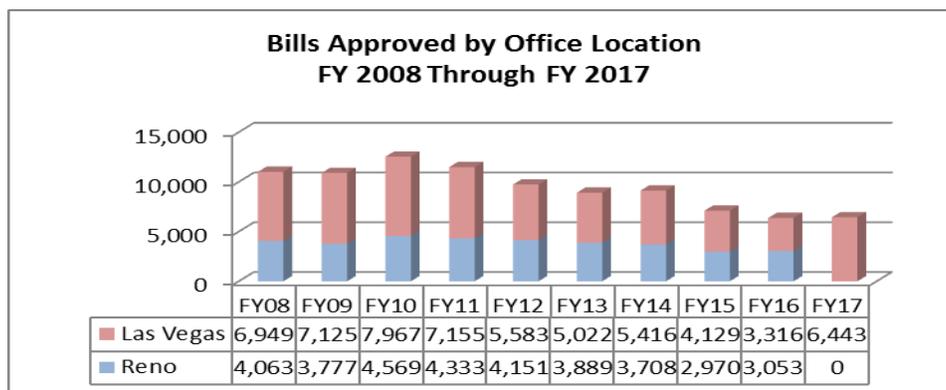
Application Processing

In FY 2017 it took 8.47 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 27 hours.* As the following chart shows, claim decisions are made within 1.13 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 2008.



Impact of Cost Containment Policies

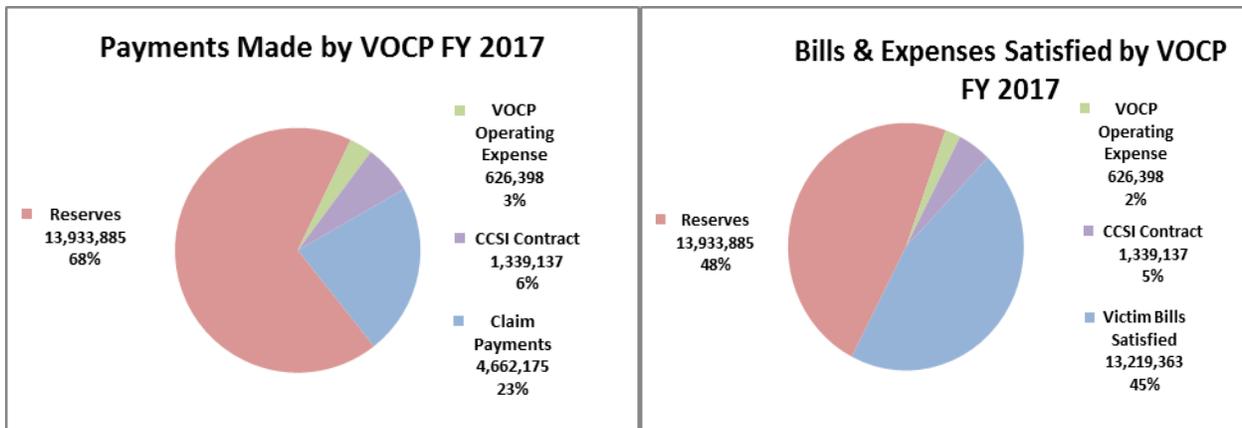
As the following chart shows the VOCP satisfied **\$13,219,362.60** in victim medical bills and claims for **\$4,662,175.43** of available funding in FY 2017. NRS 217.245 provides that a bill is deemed “paid in full” when the vendor accepts partial payment from the VOCP. This statute combined with cost containment policies adopted by the Board of Examiners allowed the VOCP to effectively extend benefits by an additional **\$8,557,187.17** during this fiscal year.

Payment Amounts by Type for FY 2017				
Type of Expense	Number of Bills	Total Victim Bills Submitted	Amount Saved by Bill Review	Amount Paid to Providers
Chiropractic/Physical Therapy	250	114,316.33	24,834.19	89,482.14
Counseling	1,995	609,316.65	172,219.99	437,096.66
Survivor Benefits	117	91,205.00	1,470.00	89,735.00
Dental	144	248,739.94	76,748.69	171,991.25
Discretionary*	1,064	968,542.20	2,741.83	965,800.37
Funeral Expense	183	575,953.07	17,109.18	558,843.89
Lost Wages	515	484,035.40	454.96	483,580.44
Medical - Hospital	417	8,564,543.95	7,741,749.82	822,794.13
Medical - Other	1,539	1,486,221.88	517,226.50	968,995.38
Prescription	134	27,348.23	0.62	27,347.61
Vision	75	49,139.95	2,631.39	46,508.56
Total Payments YTD FY2017	6,433	\$13,219,362.60	\$8,557,187.17	\$4,662,175.43

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

Program Administrative Costs as Compared to VOCP Benefits Provided

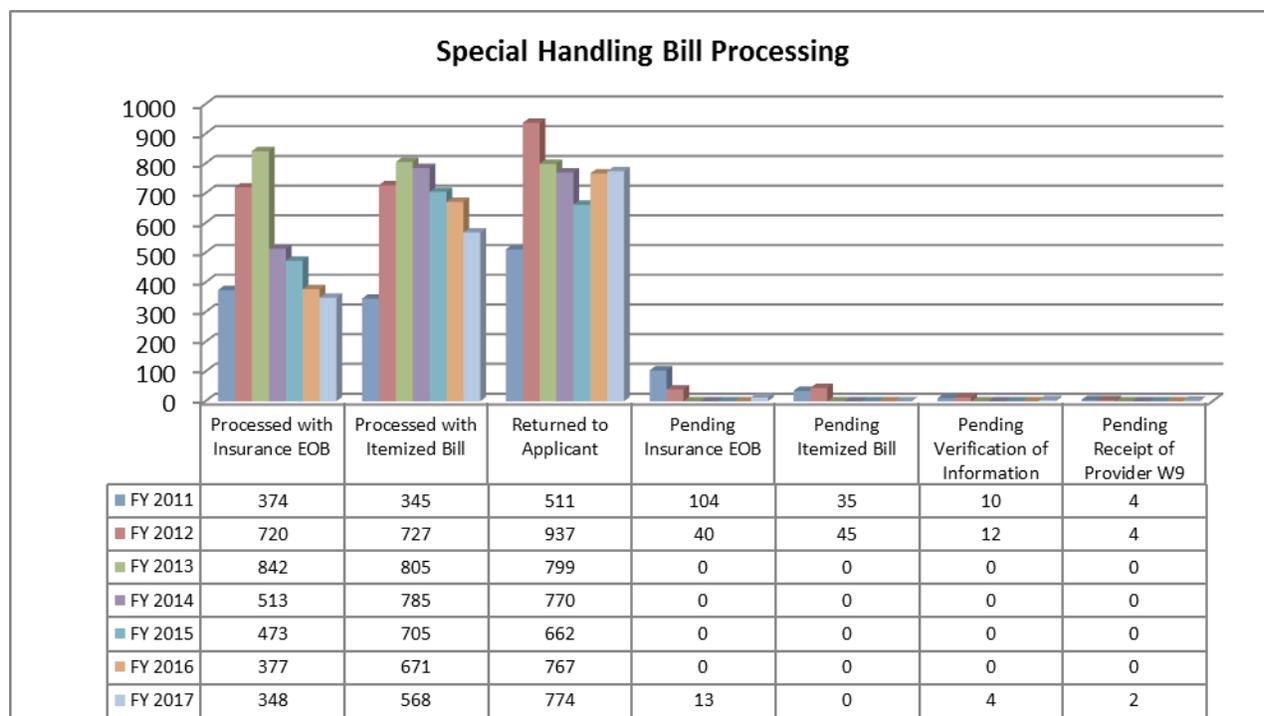
These charts show the percentage of costs of the VOCP and its contractor CCSI as compared to actual claim expenditures, and as compared to the total value of claims satisfied for the victims during FY 2017.



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 2017 & FY 2018 Operational Goals

In FY 2017 the VOCP moved the VOC-Net operating system backup to a cloud storage environment. This allows us to remotely save a complete copy of our operating system every night, ensuring no data will be lost due to a local disaster.

We have just completed testing of our new online application which will allow victims to apply to the program using their smart phone. We expect to start utilizing this new application during the first quarter of FY 2018.

Our goals for Fiscal Year 2018 include revamping our policies and processes to comply with the legislative changes to our program outlined in Assembly Bill 122.

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 2017 this amounts to \$13,219,362.60 in claims resolved with \$4,662,175.43 of VOCP expenditures, a "savings" of \$8,557,187.17.

The Affordable Health Care Act has allowed victims of crime to qualify retroactively for Medicaid benefits, thereby reducing the medical expenses paid by the VOCP. These reduced expenses have allowed the program to increase reserves for future claims to \$13.9 million. These reserves, 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. Our strong financial position should allow us to expand the demographic serviced by our program to include the undocumented immigrant population, as required under the newly adopted AB122, without reducing the benefits paid to victims. We also expect to absorb the allocated costs associated with DNA testing of the backlogged sexual assault crimes without impacting victims. 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.