



CELESTENA GLOVER
Executive Officer

JOE LOMBARDO
Governor

STATE OF NEVADA
PUBLIC EMPLOYEES' BENEFITS PROGRAM
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JOY GRIMMER
Board Chair

January 23, 2025

KHADYJA CARTER, CHIEF, ELDER RIGHTS
OFFICE OF CONSUMER HEALTH ASSISTANCE
7150 POLLOCK DRIVE
LAS VEGAS, NV 89119

Re: Annual Report Pursuant to Nevada Revised Statutes (NRS) 695G.310 for 2024

Dear Ms. Carter:

In accordance with NRS 695G.310, the Public Employees' Benefits Program (PEBP) presents to the Office of Consumer Health Assistance (OCHA), its annual report on External Reviews for Calendar Year 2024. NRS 695G.310 requires PEBP provide the total number of "requests for an external review of an adverse decisions made by the health carrier which were granted by OCHA", and the total number "upheld" or "reversed".

PEPB received 18 External Review requests in the calendar year 2024, up from 14 in calendar year 2023. Out of the 18 External Review requests, six (6) or 33.33 percent were reversed, and 12 or 66.7 percent were upheld. The following is the last three years of data in accordance with NRS 695G.303.6.

Calendar Year	Total Number of Requests	Upheld	Reversed
2024	18	12	6
2023	14	9	5
2022	6	4	2
Total	38	25	13
Percentage		65.8%	34.2%

Sincerely,

Leslie Bittleston

Leslie Bittleston, MSQA
Quality Control Officer
Public Employees' Benefits Program

CC: Richard Whitley, Director DHHS