



NEVADA HEALTH AUTHORITY

PUBLIC EMPLOYEES' BENEFITS PROGRAM

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2025 Quality Control Data 1/20/2026

Annual QC Cases by Category

Year	Total QC Cases	Complaints	Level II Appeal	External Review (ERO)	Eligibility and Enrollment	Other	Travel
2025	354	119	36	10	81	40	68

Average Time to Complete Cases in Days

Year	Average Time for All Cases	Complaints	Level II Appeal	External Review (ERO)	Eligibility and Enrollment	Other	Travel Claim
2025	7.3	6.5	8.4	9.9	7.6	4.9	6.3

Days = calendar days calculated by date initiated and date resolved.

1. Complaints

Year	Total Complaints	HRA/HSA/FSA	Claims/Claims Processing	General Complaints	Prescription Issues	Prior Authorization	Voluntary Benefits
2025	119	7	35	48	19	8	2
Percentage		5.9	29.4	40.3	16.0	6.7	1.7

100 percent of complaints were resolved within an average of 6.5 days. Generally, the resolution of complaints is education of benefits provided to members.

2. Level II Appeals

Year	Total Number Level II Appeals	Upheld	Overtured
2025	36	22	14
Percentage		61.1	38.9

100 percent of level II appeals are handled within 8.4 days with decisions falling into "upheld" or "overtured".

3. External Reviews

Year	Total Number of External Reviews	Upheld	Overtured
2025	10	7	3
Percentage		70.0	30.0

100 percent of external reviews are completed within 9.9 days with all decisions made by an external review organization.

4. Eligibility and Enrollment

Year	Eligibility and Enrollment	Upheld	Overtured	Resolved
2025	81	35	12	34
Percentage		43.2	14.8	42.0

100 percent of all eligibility and enrollment issues were resolved within an average of 7.6 days with 42 percent (resolved), 43 percent (upheld), and 15 percent (overtured).

5. Other

Year	Total Other Services	Disability Recertification	Guardianship Recertification	Records Request	Significantly Inferior Coverage	Subrogation
2025	40	8	13	2	15	2
Percentage		20.0	32.5	5.0	37.5	5.0

100 percent of all other issues that come to the QC Unit are resolved within 4.9 days. The resolution for these issues Requires a review of records.

6. Travel

Year	Total Number of Travel Claims	Total Individuals	Total Amount
2025	68	8	\$92,468.15

100 percent of all travel-related items are completed within 6.3 days. The resolution for these issues requires a review Of member submitted travel information and the completion of a travel claim on behalf of the member. Note: The 6.3 Days reflect the time it takes for PEBP staff to complete their portion. Once PEBP staff complete their portion, the travel Claim is sent to UMR for reimbursement to the member.

