



Joe Lombardo
Governor

NEVADA HEALTH AUTHORITY
PUBLIC EMPLOYEES' BENEFITS PROGRAM

3427 Goni Road, Suite 109
Carson City, Nevada 89706

NVHA.NV.GOV
PEBP.NV.GOV



Stacie Weeks
Director



Theresa Carsten
Executive Officer

January X, 2026

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

Dear Ms. Carter,

In accordance with NRS 695G.310, the Public Employee's Benefits Program (PEBP) presents to the Office of Consumer Health Assistance (OCHA), under the Division of Aging and Disability Services, its annual Complaints Summary report on requests for external review for Calendar Year 2025. NRS 695G.310 requires PEBP to provide the total number of "requests for an external review of an adverse decision made by the health carrier which were granted by (OCHA)," and the total number adverse decision that were of "upheld" and "reversed."

There were 10 external reviews of PEBP's adverse determinations requested in calendar year 2025.

Calendar Year	Total Number of External Review Requests	Upheld	Reversed
2025	10	7	3
Percentage		70.0	30.0

Sincerely,

Leslie Bittleston

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

CC: File