




Workers'  
Compensation  
Board

# Getting ONBOARD

with Workers' Compensation

A Presentation for **Nurse Practitioners**

# Agenda

- Expanded Provider Law and Becoming Board Authorized
-  OnBoard: Limited Release
- Benefits for Nurse Practitioners
- Registration Information
- Frequently Asked Questions
- Next Steps for Nurse Practitioners and Resources

# Expanded Provider Law

- Under the Expanded Provider Law (EPL), certain types of medical providers can only be authorized for certain services.



# Expanded Provider Law: Nurse Practitioners

## NEW AND CURRENT PROVIDERS: WHO CAN DO WHAT

Provider Type	New for Jan. 1, 2020	Treat	Initial C/R and diagnosis	Initial Disability	Ongoing Disability	Permanency	Depositions	*Pre-Auth & Variance Requests	IMEs
Nurse Practitioners	Become authorized	YES	YES	YES	YES	YES	YES	YES	NO

# Become Board Authorized

- More authorized providers help improve thousands of injured workers' access to health care.
- Now easier than ever to treat injured workers.
- Visit [wcb.ny.gov/betterboard](https://wcb.ny.gov/betterboard) to learn more.



# Apply for Authorization

- To apply for authorization, you must:
  - Sign up to use the NYS Workers' Compensation Board Medical Portal and/or login with the credentials that have been assigned to you;
  - Complete the required training specific to your profession; and
  - Complete the *New Provider Authorization Request* online application.
  - When renewing your state license, you must renew/update your information on file with the Board.





# OnBoard: Limited Release



# ONBOARD

## ■ What is OnBoard?

- Next chapter in the modernization of the New York State Workers' Compensation Board.
- A new business information system replacing current paper-based processes.
- A single, web-based platform.





# ONBOARD

## ■ OnBoard Upgrades

- Improved and expanded access to real-time claim data.
- New electronic self-service features for interacting with the Board.
- Overall reduction in the number of paper forms.
- Improved system responsiveness to stakeholder needs.



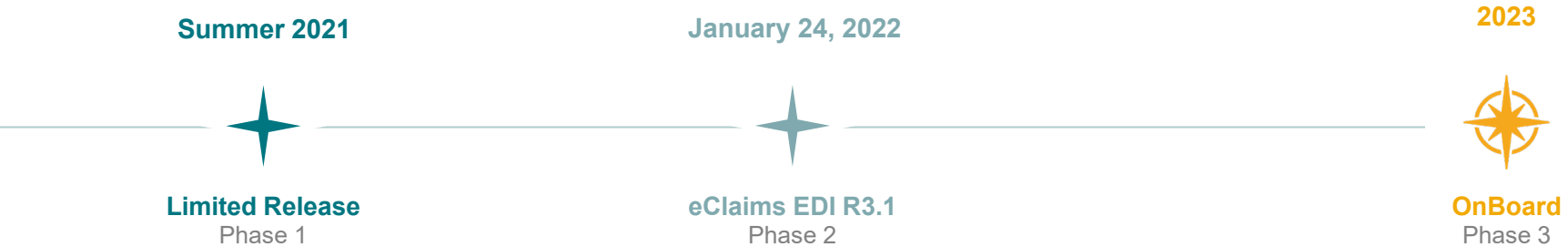
**Increasing injured worker access to benefits and medical care.**

# Why OnBoard?

- EPL expands types of medical providers authorized to treat in New York's workers' compensation system.
- The Board expects significant increases in the:
  - Number of provider registrations received.
  - Number of providers authorized to treat workers' compensation patients.
  - Volume of medical treatment forms received and processed.

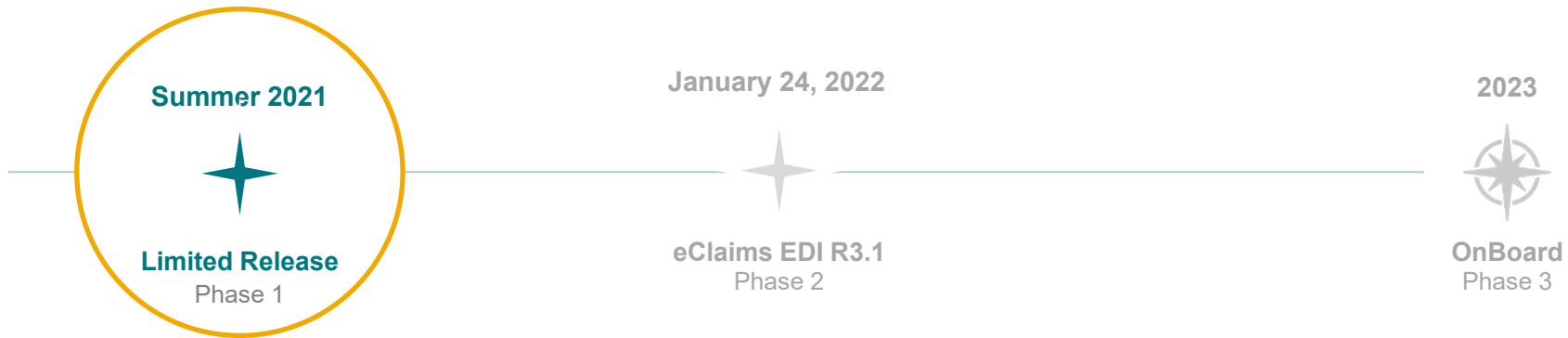
# OnBoard Timeline

- Began in summer 2019.
- Identified opportunities to release system functionality early, to better assist stakeholders.
  - OnBoard: Limited Release
- OnBoard will be released in three phases:



# OnBoard: Limited Release

- The first rollout, known as **Limited Release**, is planned for summer 2021.
- Why did we choose to provide a limited release of the system?



# Why OnBoard: Limited Release?

- OnBoard: Limited Release focuses on the automation of Provider Authorization Requests (PARs) and the submission of *Request for Decision on Unpaid Medical Bill(s) (Form HP-1.0)*.
- All improvements designed to make it easier/better for providers to participate in the workers' comp system, ensuring better care for injured workers.

# What Will OnBoard: Limited Release Do?

- Facilitate electronic communications for parties involved in the PAR process (e.g., Insurers, Claim Administrators, Pharmacy Benefit Managers, the Board's Medical Director's Office).
- Eliminate the following paper forms:
  - *Attending Doctor's Request for Optional Prior Approval and Carrier's/Employer's Response (Form MG-1)*
  - *Attending Doctor's Request for Approval of Variance and Carrier's Response (Form MG-2)*
  - *Attending Doctor's Request for Authorization and Carrier's Response (Form C-4 AUTH)*

# Prior Authorization Requests

PAR Type	Request Type	Mandatory Time Frame for Insurer Response
MTG Confirmation	Requests previously done using the Attending Doctor's Request for <i>Optional Prior Approval and Carrier's/Employer's Response (Form MG-1)</i> .	Eight business days
MTG Variance	Requests previously done using the <i>Attending Doctor's Request for Approval of Variance and Carrier's Response (Form MG-2)</i> .	15/30 calendar days in accordance with GCL* Insurers must respond within 15 calendar days of receipt of a request from a health care provider. If an insurer decides to request an independent medical examination (IME) or the review of records, it must notify the Chair within five business days of such decision and respond within 30 calendar days of receipt of the request.
MTG Special Services	MTG-related requests previously done using the <i>Attending Doctor's Request for Authorization and Carrier's Response (Form C-4 AUTH)</i> .	15/30 calendar days in accordance with GCL* Insurers must respond within 15 calendar days of receipt of a request from a health care provider. If an insurer decides to request an IME or the review of records, it must notify the Chair within five business days of such decision and respond within 30 calendar days of receipt of the request.
Non-MTG Over \$1,000	Requests for treatment costing over \$1,000 for non-MTG body parts previously done using the <i>Attending Doctor's Request for Authorization and Carrier's Response (Form C-4 AUTH)</i> .	30 calendar days in accordance with GCL*
Non-MTG Under or = \$1,000 (new)	Requests for treatment costing \$1,000 or less for non-MTG body parts.	Eight business days
Medication (new)	Medication requests, including medical marijuana (replacing the current New York Workers' Compensation Drug Formulary [Drug Formulary] prior authorization request process).	Four calendar days
Durable Medical Equipment (new)	Requests in accordance with the new Official New York Workers' Compensation Durable Medical Equipment (DME) Fee Schedule.	Four calendar days in accordance with GCL*

\* General Construction Law (GCL) 25a states: "When any period of time, computed from a certain day, within which or after which or before which an act is authorized or required to be done, ends on a Saturday, Sunday or a public holiday, such act may be done on the next succeeding business day..."

# Disputed Medical Bills Submission

- Digitize and streamline the intake of *Requests for Decision on Unpaid Medical Bill(s) (Form HP-1.0)*.





# Benefits for Nurse Practitioners



# Benefits for Nurse Practitioners

- Easily see submissions and requests on a concise dashboard, with 24/7 access to your queue of active submissions and requests, both to view and take action on.
- No longer need to remember form names and numbers, where to find them, and who to send them to.

# Benefits for Nurse Practitioners

- Receive timely email or text message status updates on PARs in progress.
- Communicate directly with insurers concerning a PAR.
- Ability to designate delegates to facilitate PAR submissions and monitoring.

# Others Will Benefit, Too

## ■ External Stakeholders

- Injured Workers
- Medical Suppliers
- Insurers
- Third Party Administrators

## ■ Board Staff

- Medical Director's Office



# How Will It Work?



**Access the  
Medical Portal**



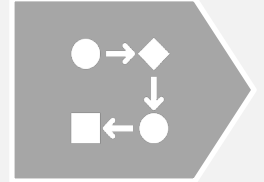
**Perform a Case  
Search**



**Answer a Series  
of Questions**



**Submit Request  
Form/Escalation  
and Auto  
Routing**



**Navigate Review  
Process**

# Medical Portal Registration



# Begin Preparing for Access Today

- Visit [wcb.ny.gov/medicalportal](https://wcb.ny.gov/medicalportal) to access:
  - Details on how to register and get an NY.gov user ID/password.
  - Information on useful tools such as the Drug Formulary and MTG Lookup Tool.

# Requesting Access to the Medical Portal

- Registration for the Medical Portal will give nurse practitioners access to OnBoard: Limited Release.
- After nurse practitioners register for the Medical Portal, a separate registration is required for XML forms submission.
- Visit [wcb.ny.gov](https://wcb.ny.gov) and search 'Registration for XML Forms Submission'.



# Health Care Provider Online Administration

- **The health care provider (administrator) will use their Medical Portal login credentials to access the Health Care Provider Administration application for assigning delegates.**
  - Visit [wcb.ny.gov](https://wcb.ny.gov) and search 'Health Care Provider Online Administration'.
- **Update the mailing and email associated with your Medical Portal account so the Board can contact you.**
  - Email will be displayed – and can be updated – in the 'My Profile' section of your Medical Portal account.
  - Mailing address will be address displayed on PAR documents – to update, access the Medical Portal and select 'Update Authorization Information'.

# Frequently Asked Questions



Q

Will OnBoard: Limited Release replace the New York State Workers' Compensation Drug Formulary?

A

Yes. Drug Formulary submissions will be done in OnBoard: Limited Release and will be referred to as Medication PARs.

The screenshot displays the OnBoard: Limited Release web application interface. At the top, there is a navigation bar with the OnBoard logo, 'Home', 'My Downloads', 'My Profile', 'Submit a Request', and 'Medical Portal (5)'. Below the navigation bar, the page title is 'Dashboard > Request for Prior Authorization'. The main content area is titled 'PAR Questionnaire | Step 3 of 3: Request Items'. On the left side, there is a sidebar with a 'PAR QUESTIONNAIRE' section containing links for 'Requester Information', 'Locate a Claim', 'Request Items', and 'COMPLETE REQUEST(S)'. The main content area has a heading 'Request Items' and a sub-heading 'Provide the information below to add one or more items that you will be requesting prior authorization for on this claim.' Below this, there is a form with a 'Item #1' field and a 'Select category of PAR for this item\*' section with three radio button options: 'Non-Medical', 'Medication', and 'Durable Medical Equipment'. There is also an 'Other Treatment/Testing' option. A 'Save' button is located at the bottom of the form. At the bottom of the page, there is a footer with the OnBoard logo, 'Privacy Policy', 'Accessibility', 'Help', and 'Contact WCB'. Below the footer, there are three columns of links: 'About WCB' (Locations), 'Services' (Online Services), and 'Communication' (Board Announcements).

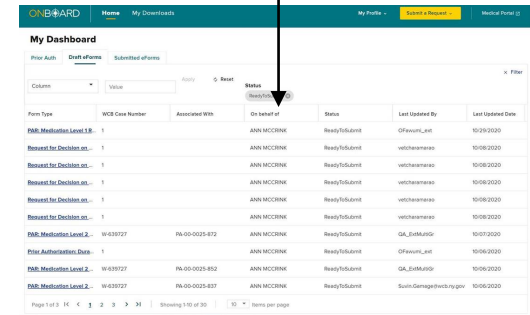
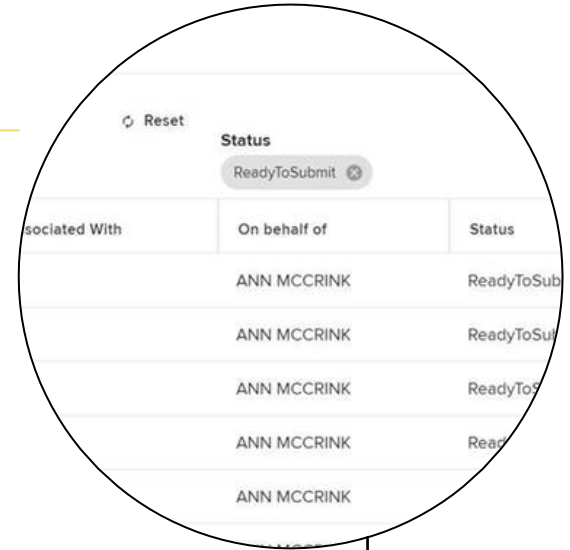
Q

Who can submit a prior authorization request?

A

Board-authorized health care providers and out-of-state health care providers will submit all PAR types in the new system.

Certain types of health care providers can only submit certain types of PARs, which the system will know.





How will providers be notified with status updates?



Providers and their delegates will have their own dashboard with a “status” column that will display PAR submissions. Providers and their delegates will also receive email or text message notifications that inform them of an update and their attention is needed.

Prior Auth Status ▾
LEVEL 2 REVIEW
LEVEL 1 REVIEW
LEVEL 2 REVIEW
LEVEL 1 REVIEW
GRANTED IN PART
LEVEL 2 REVIEW
LEVEL 2 REVIEW
GRANTED
DENIED
LEVEL 2 REVIEW

Q

Will the OnBoard: Limited Release dashboard show the health care provider's full history of PARs or will it only show requests from summer 2021 and forward?

A

OnBoard: Limited Release will only show requests made after the new system is implemented. All requests made previous to the implementation of OnBoard: Limited Release will continue using the existing eCase process.

Case Details for WCB Case ID: 5888888

Case ID: 5888888 Name: Claimant, Valerie District: Albany

Case Status: Hearing Set

Form	Section Name	Medical Provider Name	Medical Service Date	Document ID	Received Date
C-257	Judges Attn			4000026846	04/17/2019
C-4.2	Judges Attn			4000026845	04/17/2019
C-4.2	Judges Attn			4000026844	04/17/2019
EC-15	Decisions			4000026843	04/16/2019
CLT-CORR	Judges Attn			4000026842	04/16/2019
EXHIBIT	Judges Attn			4000026841	04/16/2019
C-257	Judges Attn			4000026840	04/16/2019
C-4	Judges Attn			4000026839	04/16/2019
EC-1				310204856	08/29/2018
MED-NARR	Medicals	Jane Doe, MD	08/01/2018	309507598	08/15/2018
MED-NARR	Medicals	Jane Doe, MD	08/03/2018	309507597	08/15/2018
MED-NARR	Medicals	Jane Doe, MD	08/02/2018	309507596	08/15/2018

Case Folder - 12 Documents

Decisions Judges Attn Medicals Minutes Appeals Other Payor Comp

Q

How will health care providers register, and when?

A

All online user administrators for the current Medical Portal and Drug Formulary system will automatically be granted access to OnBoard: Limited Release. This will enable administrators to add users and new notification emails.

Note: Health care providers will be able to assign a delegate to enter PAR-related information on their behalf, but the actual submittal will need to be done by the provider themselves.

Q

Will an insurer have the option to opt out of the *Attending Doctor's Request for Optional Prior Approval and Carrier's/Employer's Response (Form MG-1)* in Limited Release?

A

No. A Confirmation PAR in OnBoard: Limited Release (previously done using *Form MG-1*), will be optional for the health care provider to submit. If a health care provider submits a Confirmation PAR, the insurer's response will be mandatory.



Q

Will the patient's pharmacy be notified through OnBoard: Limited Release once a medication is authorized?

A

OnBoard: Limited Release will notify the pharmacy benefit manager (PBM), if there is one, that a prior authorization request has been submitted and whether it's been approved or denied for the release of the requested medication.

Q

How is the denial of an MTG Variance PAR (*previously Form MG-2*) initiated?

A

Insurers will receive the requesting provider's Variance in OnBoard: Limited Release. There are two levels to the insurer's response: auto escalate deny or grant in part to Level 2. If the insurer denies the request, it will go back to the health care provider's dashboard to escalate if desired.

Q

Does the system automatically know if a request is consistent with the Medical Treatment Guidelines (MTGs)?

A

No. The system will not automatically confirm if treatment is consistent with the MTGs. Part of the provider's submission includes if their requested treatment is consistent with a guideline. The insurer needs to review the request and respond, whether or not they agree, based on the specifics of the claimant's case, if it is consistent with the guidelines. The MTG Lookup Tool, which will be available when OnBoard: Limited Release is implemented, will make it quick and easy to search the MTGs.

MDGuidelines

FORMULARY | [MTG LOOKUP](#)

NEW YORK STATE OF OPPORTUNITY

Workers' Compensation Board

The NYS Workers' Compensation Board's Medical Treatment Guideline Lookup Tool (MTG Lookup) provides a quick and easy view into the MTGs that have been finalized and adopted by the Board. While complete details on the adopted MTGs are available on the Board's website and Medical Portal, the MTG Lookup enables users to search treatment and testing by condition, and quickly see whether a particular condition/treatment combination is "Recommended", "Not Recommended" or "Conditional". By clicking the link provided after a condition and treatment have been entered, users can access the full reference within the specific MTG. It's important to note that MTG Lookup results do not reflect patient-specific information and should be used as reference only; they are not a guarantee of payment.

Please select a Medical Treatment Guideline

Guideline:

Condition:

Synonyms: [Frozen Shoulder Disorder](#)

Treatment / Test	Recommendation	
Definition	Recommended	<input type="button" value="Select"/>
Manipulation	Conditional	<input type="button" value="Select"/>
Manipulation Under General Anesthesia	Conditional	<input type="button" value="Select"/>
Post-operative Therapy	Recommended	<input type="button" value="Select"/>
Radiographic Imaging (X-ray)	Not Recommended	
Ultrasound	Conditional	<input type="button" value="Select"/>



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Can a medical report be uploaded with PAR submissions?



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Yes. When submitting a form in the OnBoard: Limited Release system, there will be the option to upload multiple documents. The total size cannot exceed 30 MB.

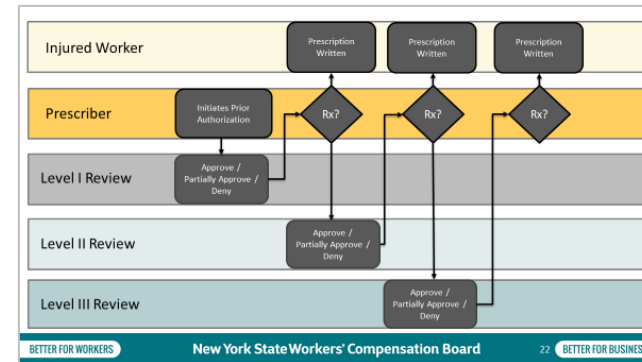
Q

Will the current time periods for insurer response remain the same once the new system is implemented?

A

Most current time frames for insurer review and response will remain the same as they are today. If an insurer does not respond within the designated time frame, an Order of the Chair may be issued (only for those requests that are eligible for an Order of the Chair). The Special Services time frame will now mirror the variance time frames.

Formulary Review Process Example





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If the insurer denies a Level 1 or Level 2 PAR, can they request an IME? If so, does the 30-day timeline remain in effect?



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Yes, an IME may be requested depending on the PAR type. In those cases, the insurer will indicate the decision to get an IME in the system within five days of the PAR being submitted. If the Level 1 or Level 2 reviewer decides they would like an IME, they would have to make that decision within this time frame and should not respond with an approval or denial until the IME has been completed (or before the time frame for response has expired to avoid an automatic Order of the Chair, in the case of non-MTG or DME requests).

Q

Will a Durable Medical Equipment (DME) fee schedule be included in Limited Release?

A

Yes, the *DME Fee Schedule* and the date by which prescription refills must comply with the Drug Formulary have been changed to go into effect in summer 2021, alongside OnBoard Limited Release.



Available on the Board's website  
Health Care Providers > Medical Fee Schedules

# Next Steps and Resources for Nurse Practitioners





# Next Steps for Nurse Practitioners

- Become Board-authorized – you must be authorized to treat workers' compensation patients. Visit [wcb.ny.gov](https://wcb.ny.gov) and search “become an authorized provider” to learn more.
- Register for access to OnBoard: Limited Release.
- Review your current paper or fax-based systems. You will no longer be using these!
- Review the OnBoard webpage: [wcb.ny.gov/onboard](https://wcb.ny.gov/onboard).

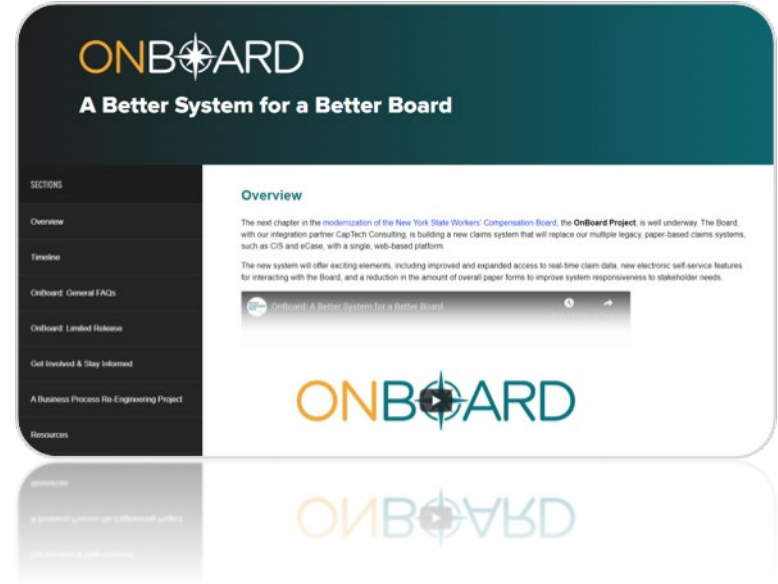
# How Will Nurse Practitioners Be Trained?

- Regular webinar series
- Just-in-time training webinars
- Training guides and video tutorials
- Website content
- Support channels



# Stay Engaged

- [wcb.ny.gov/OnBoard](https://wcb.ny.gov/OnBoard)
  - Overview, timeline, FAQs, resources
- **Subscribe for OnBoard Updates**
  - Subscribe to receive email updates on all things OnBoard!
  - Future training will be available!
- Email [OnBoard@wcb.ny.gov](mailto:OnBoard@wcb.ny.gov)





**A Better System for a Better Board**

**Thank you.**