



**Workers'
Compensation
Board**

**FOR DEMONSTRATIVE
PURPOSES ONLY
APRIL 2023**



OnBoard Claimant Attorney Engagement Session

BETTER FOR WORKERS

New York State Workers' Compensation Board

BETTER FOR BUSINESS

Agenda

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01

Kick-off and Introductions

Pam Barnhart
Director of Change Management

02

OnBoard Program Background

Tim Purcell
Chief Innovation Officer and
OnBoard Program Director

03

RFA Current and Future State

Joseph Dailor
Rochester District Manager

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RFA eForm Approach

Sara Leonard
Samantha McBee
Business Systems Analysts

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Open Discussion

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Closing

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OnBoard Modernization Program

A paperless and transformational initiative

OnBoard program outcomes



**Intuitive, user-friendly
system**

Expanded self-service



Paperless



Accuracy & quality

Online, smart submissions

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INSURER RESPONSE TO PRIOR AUTHORIZATION BY
PAR Summary and Insurer Response

Insurer Response Details
Supporting Documentation
Review and Submit

Type of Drug	Type of Prescription	Route of Administration
Generic	New (Including Change in Dosage)	Oral/SL/Buccal

L1 Insurer Response: Deny
Rationale For L2 Request: Additional supporting documentation has been added.

Insurer Response
Grant

Is this request granted without Prejudice?
 Yes No

Reason for Granting without Prejudice
-Select-

Complete the following fields regarding the FROI-Denial/SROI-Denial or upload a copy in the Supporting Documents portion of this eform.

FROI Denial or SROI Denial Date
[Date Field]

WCIB Document ID Number
[Text Field]

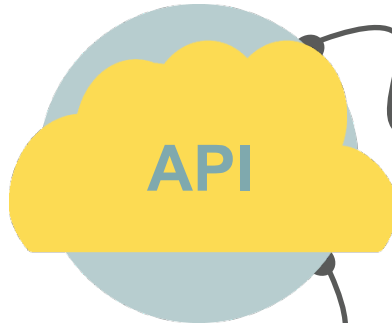
Rationale for Granting without Prejudice
[Text Field]

Overall Response to PAR
Granted

- Information is entered into required fields.
- Additional files can be uploaded as needed.
- Data validation allows for immediate corrections.
- Output is determined using the information entered.
- Upon successful completion, notifications are sent, and the Case Folder is updated.



eForm information submitted



Real time data validation occurs

APPROVED

REJECTED

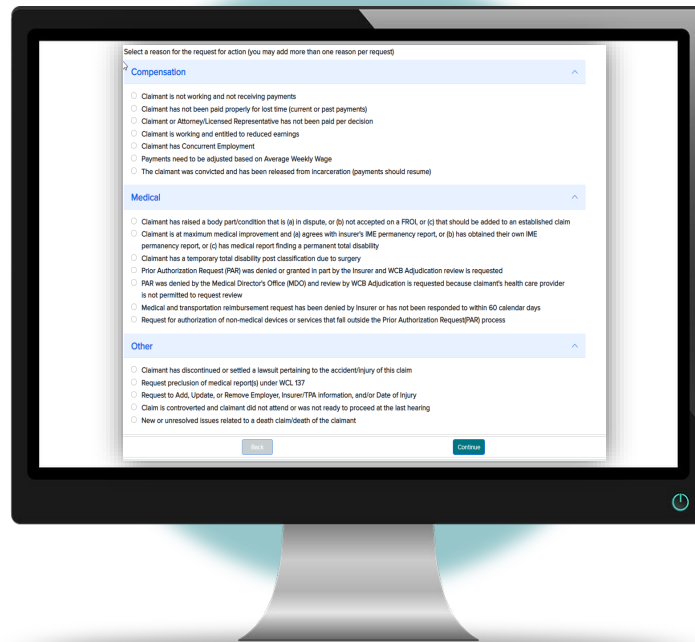
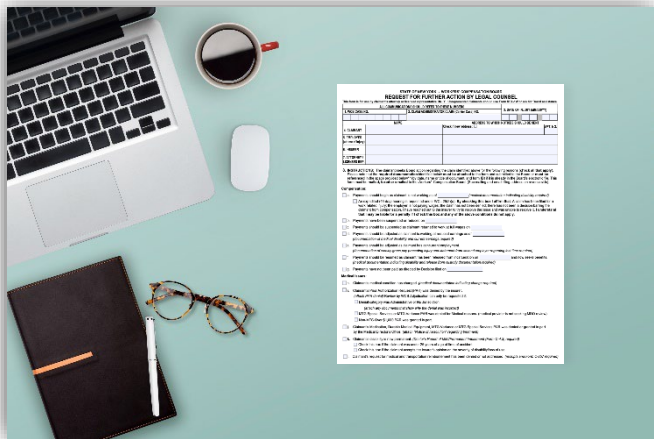


Information is automatically
loaded into the case folder

OnBoard next phase

Starts with upgraded *RFA-1LC* and *RFA-1W*

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RFA-1LC Current and Future State

Current *RFA-1LC* pain points

- Scanning delays.
- Scanning errors.
- Separated attachments.
- Mis-filings caused by incomplete or erroneous case information.
- Illegible submissions due to poor image quality or handwriting.
- Insufficient information for issue to be acted upon, errors citing doc ID.



Current *RFA-1LC* pain points

- Paper form has limited space and does not provide capability to ensure required information is provided.
 - The new eForm solicits the right information.
- Rejected/incomplete submissions result in back-and-forth communication and delayed resolution of issue.

Current *RFA-1LC* pain points

- The main checkboxes that identify the reasons for the request are not utilized, forcing a review of the free-form text, which is often handwritten, short-hand, or otherwise difficult to interpret.
- Redundancy. Board action is already underway on many issues triggered by other form filings. The redundant *RFA* form adds to the backlog, slowing resolution of the relief requested.

RFA-1LC current usage

We looked at data of RFA-1LC usage for a one-month period in 2022.

- Remarkable for the fact that 75% do not use the checkboxes to identify the reason for the request. Instead, text describing the request is entered in the free-form text area of the form.
- Only 1% of the filings checked that payments have been suspended or reduced. Only 2% checked that claimant is not working and that benefits should be commenced. In contrast, nearly 10% checked that the disability is permanent.

RFA-1LC form current usage

- We analyzed the data of current usage.
- Many high-volume issues raised by attorneys today must be done in free form because there is no applicable checkbox.
- We are adding many of the most common issues to the new eForm.

New *RFA-1LC* eForm advantages

1. New reasons added

- Claimant has not been paid properly for lost time (current rate incorrect, prior lost time paid incorrectly, or not at all)
- Average Weekly Wage that results in adjustment to payments.
- Raising additional sites of injury (ANCR/ODNCR) after insurer has not responded.
- Request for authorization of non-medical devices or services that fall outside the prior authorization request (PAR) process.

New *RFA-1LC* eForm advantages

2. Eliminates redundancy

- Permanency is almost always redundant on the current paper form.
- Stipulations and Section 32 agreements are always redundant on the current paper form, which serves as an unnecessary cover letter.
- The current paper form is often used today as a cover letter for an attorney fee application.

New *RFA-1LC* eForm advantages

3. Wizard-like format

- The design of the new eForm will present three categories of reasons to be selected: compensation, medical, and other.
- Each reason will be completed using a wizard-type format to ensure that the correct information is received.
- If the attorney wishes to raise an issue that does not appear in the new eForm, then a letter may be submitted.

New *RFA-1LC* eForm advantages

4. Easy document upload

- The attorneys will have the ability to upload supporting documentation with the eForm and/or reference existing documents within the electronic case folder.

5. Real-time data

- Once submitted, the eForm will be immediately viewable in the electronic case folder.

New *RFA-1LC* eForm advantages

6. Automation

- The eForm will allow new efficiencies that accelerate issues to a resolution.
- A number of issues will trigger an automated request for WCB action.
- Examples: requests for expedited 45-day hearing will automatically be processed for a hearing, and requests for review of certain PARs will automatically be processed for a hearing or conciliation.

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RFA-1LC eForm Approach

RFA-1LC eForm access

Launch the *RFA-1LC* eForm from eCase

Actions by the user:

- Log in to eCase, enter the Case ID, and Search Case.
- Must be a party of interest for the WCB Case Number.
- Once Case Search is successful and other business rules are met (i.e., “Case Status”), the user will be able to access the eForm landing page.

RFA-1LC eForm access

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The screenshot shows the 'eCase' interface for the Workers' Compensation Board. The top navigation bar includes the logo, 'Workers' Compensation Board', 'eCase', and a 'Logout' button. Below the navigation bar, there are tabs for 'Review Specific Case', 'POI', 'REP', 'Scheduled Hearings', 'User Groups', and 'Assign Case Access'. The main content area is titled 'Case Details for WCB Case ID: 5555557'. It features a row of buttons: 'Reset', 'Search Case', 'Upload Documents', 'Case Folder', and 'eForms'. The 'eForms' button is circled in orange, and a yellow callout box points to it with the text 'button or link to be added'. Below the buttons, there are input fields for 'Case ID: 5555557', 'Name: Case III, Fake', 'District: Albany', and 'Case Status: Hearing Set'. The 'Case Info' section contains a grid of fields: 'Case #', 'Case Status', 'Primary Carrier ID', 'Carrier Case #', 'Name / Address', 'Phone', 'ext', 'Pass Days', 'SSN', 'DOB', 'Gender', 'Accident Date', 'Injury', 'Death Date', 'ANCR Date', 'Hearing Requested?', and 'Proposed Date'.



Field	Value
Case ID	5555557
Name	Case III, Fake
District	Albany
Case Status	Hearing Set
Case #	5555557
Case Status	Hearing Set
Primary Carrier ID	W143945
Carrier Case #	ABC123
Name / Address	Fake Case III 328 State St. Attn: Michael Hunter Schenectady, NY 12305
Phone	
ext	
Pass Days	Saturday Sunday
SSN	125-55-7777
DOB	11/01/1977
Gender	U
Accident Date	01/01/2017
Injury	Fake Case
Death Date	
ANCR Date	
Hearing Requested?	<input type="checkbox"/>
Proposed Date	

RFA-1LC eForm access and landing page

eForm landing page features:

- List of previously submitted eForms displayed on landing page.
- eForm selections saved as a draft to resume later.
- Previously submitted eForm PDFs (including supporting documentation) available from landing page.



RFA-1LC eForm access and landing page



Case Information

WCB Case ID: Claimant Name: Injury Date: Date of Birth:

<< Select eForm >>

eForm ID	Status	Last Saved Date	User	Submission Date	eCase Doc ID	Submitted eForm(PDF)
<input type="text"/>	Draft 	4/3/2023 3:56:40 PM	<input type="text"/>			
<input type="text"/>	Submitted	4/3/2023 3:53:40 PM	<input type="text"/>	4/3/2023 3:53:40 PM	<input type="text"/>	RFA-1LC.pdf 

1 - 2 / 2 (2)

RFA-1LC eForm general features

RFA-1LC eForm is wizard based:

- As you navigate through the wizard, your selections (data) are automatically saved as a draft.
- You are asked a series of questions that guide you through the eForm.
- The wizard will allow for the upload of supporting documentation or the ability to reference from the Case Folder.
- Prior to submission, the wizard will provide a final review and the ability to go back and make corrections.

Upon successful submission, the eForm will be immediately:

- Added to the eCase Case Folder.
- Available for you to download on the eForm landing page.

RFA-1LC eForm request reasons

RFA-1LC eForm is broken down into three categories:

1. Compensation
 2. Medical
 3. Other
- Each category will list multiple reasons.
 - User will select one reason and complete it before adding another.

RFA-1LC eForm request reasons

Compensation

- Claimant is not working and not receiving payments.
- Claimant has not been paid properly for lost time (current or past payments).
- Claimant or attorney/licensed representative has not been paid per decision.
- Claimant is working and entitled to reduced earnings.
- Claimant has concurrent employment.
- Payments need to be adjusted based on Average Weekly Wage.
- The claimant was convicted and has been released from incarceration (payments should resume).

RFA-1LC eForm request reasons

Medical

- Claimant has raised a body/condition that is (a) in dispute, or (b) not accepted on a FROI, or (c) that should be added to an established claim.
- Claimant is at maximum improvement and (a) agrees with insurer's IME permanency report, or (b) has obtained their own IME permanency report, or (c) has medical report finding a permanent total disability.
- Claimant has a temporary total disability post classification due to surgery.
- Prior authorization request (PAR) was denied or granted in part by the insurer and WCB Adjudication review is requested.

RFA-1LC eForm request reasons

Medical

- PAR was denied by the Medical Director's Office (MDO) and review by WCB Adjudication is requested because claimant's health care provider is not permitted to request review.
- Medical and transportation reimbursement request has been denied by insurer or has not been responded to within 60 calendar days.
- Request for authorization of non-medical devices or services that fall outside the PAR process.

RFA-1LC eForm request reasons

Other

- Claimant has discontinued or settled a lawsuit pertaining to the accident/injury of this claim.
- Request preclusion of medical report(s) under WCL §137.
- Request to add, update, or remove employer, insurer/TPA information, and/or date of injury.
- Claim is controverted and claimant did not attend or was not ready to proceed at the last hearing.
- New or unresolved issues related to a death claim/death of the claimant.

RFA-1LC eForm request reasons

Example - Claimant not working and not receiving payments

- The wizard will ask the user the following:
 - Select a payment reason – either “Payments were suspended and should be reinstated” or “Payments have not been made to date.”
 - Enter the degree of disability, begin/end dates of unpaid lost time from work, and if continuing payments are requested.
 - Provide further information if needed.
 - Is an expedited 45-day hearing needed?

RFA-1LC eForm review & next steps

Supporting documentation may be required (based on reason)

- Ability to attach or reference supporting documentation always available.

Certification may be required

Users will be able to review the *RFA-1LC* eForm before submitting:

- Review all information requested and make corrections if needed.
- Save a draft at any point.

RFA-1LC eForm review & next steps

Attest and submit eForm to the Board

- eForm will be routed to the appropriate staff for review

PDF generated

- PDF will be displayed on the eForm Landing page in eCase.
- PDF will be placed in the Case Folder in eCase.

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OPEN DISCUSSION



Questions or additional feedback?

Email Outreach@wcb.ny.gov

