



**Workers'
Compensation
Board**



Phase Two Question and Answer Session for Health Care Providers

BETTER FOR WORKERS

New York State Workers' Compensation Board

BETTER FOR BUSINESS



What indicates that a DME PAR is required?



Some items on the DME Fee Schedule require prior authorization and are marked as “PAR”; the treating provider will need to request prior authorization for these items. Any item not on the DME Fee Schedule also requires prior authorization by the provider.

A DME PAR should also be submitted if the item is not addressed, not recommended or does not meet the criteria noted in the MTGs (if the item is MTG related)~the PAR will require the MTG reference code and the requesting provider should include rationale for why the item is being requested in the supporting medical.

NYS WC Fee	NYS WC Rental Fee	PAR Required
		Yes
		Yes
		Yes
		Yes
		Yes
		Yes
		Yes



Can we search for items within the dashboard?



Yes. The dashboard has a filter function where you can search for information contained within any column.

Active Resolved

Patient contains Gifford Apply Clear

Filter

-Select-
PAR ID
Type
Due Date
Patient
DOB
Current Activity
Injury Date
WCB Case #
Assigned Organization

Injury Date
WCB Case #
Assigned Organization
Assigned User
Claim Admin Claim #
Claim Admin
Insurer
Provider
PAR Status
PAR Status Date

contains
does not contain
equals
does not equal
is empty
is not empty



Can a delegate request a DME PAR?



Delegates cannot submit a DME PAR. They can draft all of the PAR information and save it for the provider to complete the submission.



If a DME PAR is approved, but the insurer can obtain it at a lower cost than the DME Fee Schedule, can the insurer specify for more than one vendor?



If it is approved for a lower price, the payer must provide contact information for two alternate sources.



Can medical suppliers submit a Durable Medical Equipment PAR?



No, medical suppliers can only submit a *Request for Decision on Unpaid Medical Bill(s) (Form HP-1.0)*.



Who can submit a DME PAR in OnBoard?



DME PARs can be submitted by Chiropractors, Physicians, Physician Assistants, Nurse Practitioners, Podiatrists, Dentists, Audiologists, and Optometrists.



Does the Request for Information trigger an email notification?



Yes, you will receive an email notification for a new item in your PAR Queue. Subject line example:

NYS WCB OnBoard - New Work Item - Provider Response Requested: [Alan Richardson](#)



What does an email notification subject line include?



PAR Status Change

Notification of PAR status change, claimant name, PAR type, PAR ID number and Claim Admin Claim Number.

NYS – WCB OnBoard – Change in PAR Status – John Smith: Medication: PA-00-0046-985: 123456

New Item in Queue

When there is a new PAR assignment added to your queue, users who have selected to receive email notifications will receive an email, like the example below, which includes the notification of a new work item and the claimant's name.

NYS WCB OnBoard – New York Item – Provider Response Requested: John Smith



How do I turn off/edit email notifications?



To turn off email notification preferences, you can uncheck the “PAR Status Update – Email” or “New Item in Queue – Email” in your profile.

The screenshot shows the ONBOARD user profile page. The navigation bar includes 'ONBOARD', 'My Dashboard', 'My Downloads', and 'My Profile'. The page title is 'Dashboard - My Account'. A dropdown menu for 'My Profile' is open, showing 'My Account', 'My Organizations', and 'Log Out'. The main content area is titled 'Your Profile' and contains sections for 'My Account', 'Contact Information', and 'Notification Preferences'. The 'Notification Preferences' section is highlighted with a red box and contains the following text: 'Please select the notifications you would like to be notified in to receive. NOTE: Medical suppliers will not receive notifications from ONBOARD. Limited Release.' Below this text are three checkboxes: 'PAR Status Update - Email', 'New Item in Queue - Email', and 'Text Message Opt-in - Standard Center Work & Support. Opt-ins May Apply'. The 'Save' and 'Cancel' buttons are at the bottom of the form.



Will there be training for Phase Three?



Yes, there will be training webinars next week for providers, which will provide examples of responding to some of the PAR types introduced in phase three.



When searching for the DME item, can you search by description instead of HCPCS code?



Yes.

Enter the HCPCS Code/Description*

- Begin Typing-
- E0840: Traction frame, attached to headboard, cervical traction
- E0849: Traction equipment, cervical, free-standing stand/frame, pneumat...
- E0850: Traction stand, free standing, cervical traction
- E0855: Cervical traction equipment not requiring additional stand or frame
- E0856: Cervical traction device, with inflatable air bladder(s)
- E0860: Traction equipment, overdoor, cervical
- E0942: Cervical head harness/halter
- E0948: Fracture frame, attachments for complex cervical traction
- L0112: Cranial cervical orthosis, congenital torticollis type, with or without...
- L0113: Cranial cervical orthosis, torticollis type, with or without joint, with ...
- L0120: Cervical, flexible, non-adjustable, prefabricated, off-the-shelf (foa...

General Questions: OnBoard@wcb.ny.gov

Other Questions: (877) 632-4996

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