



**NEW YORK**  
STATE OF  
OPPORTUNITY.

**Workers'  
Compensation  
Board**



**Question and Answer Session for Payers**

**BETTER FOR WORKERS**

**New York State Workers' Compensation Board**

**BETTER FOR BUSINESS**



What is the process when a PAR is submitted by a provider?



Mirroring the previous Drug Formulary process:

1. PAR gets routed to payer on record for the claim.
2. Workload administrator will receive and assign the PAR.
3. Level 1 or Level 2 reviewers will respond to the PAR.
4. Email notifications of PAR updates will be sent to the workload administrators and/or reviewers who have opted in to receive updates.



What information is needed for PAR notifications?



**My Profile** ^

- My Account
- My Organizations
- Log Out



**Contact Information**

<b>First Name</b> TestUser	<b>Middle Name</b>	<b>Last Name</b> TestUser	<b>Name Suffix</b>
<b>Phone Country Code*</b> +1	<b>Phone Number*</b> (555) 555-5555	<b>Extension</b>	<b>Phone Type*</b> Mobile

**Notification Preferences**

Please select the notifications you would like to opt-in to receive. NOTE: Medical suppliers will not receive notifications from OnBoard: Limited Release.

- PAR Status Update - Email
- New Item in Queue - Email
- Text Message Opt-In - Standard Carrier Msg & Data Rates May Apply.



What are the requirements for Level 1 and Level 2 reviewers?



There are no requirements for a Level 1 reviewer.

The Level 2 review must be performed by the carrier's physician; can also be delegated to an MRO.

Please see Subchapter M of Chapter V of Title 12 of NYCCR Part 441.1(g) for the definition of the Carrier's Physician.



How can payers access OnBoard?



Payers who had access to the Drug Formulary application were automatically given access to OnBoard. Online administrators should ensure that Workload Administrators and Reviewers are designated for all PAR types and the email address for notifications is correct. All others will need to follow the medical portal registration process.

With your registered NY.GOV ID and password, you will access OnBoard through the Medical Portal.



Is the payer required to notify the injured worker of its decision on a Medication PAR?



No, the Medication PAR is the one exception to the notification requirement. All other PAR types require the payer to notify the injured worker of a decision.



Will OnBoard: Limited Release be replacing eCase?



OnBoard: Limited Release will not be replacing eCase. All prior authorization requests, including new PARs created in OBLR, and PARs that were processed and completed in the former Drug Formulary application, can be found within the case folder in eCase.



Can a Level 2 reviewer have a staff member perform the clerical duties and submit the case so long as the clinical review was done by the reviewer?



The Level 2 physician reviewer must perform and submit the review. Each sign-on is unique to the user and based on their NY.gov ID registration. If the workload administrator assigns a staff member as a reviewer, that admin would have access to the case, but the physician reviewer would be responsible for entering the Level 2 decision which is required to be performed by a physician.





Can reviewers delegate a decision to someone not registered with OnBoard?



There is no delegate functionality for payers in OnBoard: Limited Release. The reviewer must be able to access OnBoard and enter their decision in the system.



Has the Board pushed back the deadline for drug renewal/refills for certain medications?



As of March 7, 2022, with the launch of Phase One of OnBoard: Limited Release, refills and renewals must comply with the Formulary.



Will there be a grace period for providers who send paper requests?



There will not be a grace period. All prior authorization requests (PARs) must be submitted by providers and responded to by payers through OnBoard once each phase goes live.

Phase	Process	Implementation Date
One	Medication PAR & Form HP-1.0	March 7, 2022 (complete)
Two	Durable Medical Equipment PAR	April 4, 2022
Three	Treatment/Testing PARs	May 2, 2022



**General Questions: [OnBoard@wcb.ny.gov](mailto:OnBoard@wcb.ny.gov)**

**Other Questions: (877) 632-4996**

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