




Workers'
Compensation
Board

ONBOARD

A Better System for a Better Board

OnBoard: Limited Release for **Health Care Providers**

Agenda

- 
1. OnBoard: Limited Release Recap
 2. Who can do what in Onboard: Limited Release?
 3. Registration and Administration
 4. New FAQs and What's Next
 5. Question and Answer Session

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:



Prior Authorization Requests

- OnBoard: Limited Release will digitize and streamline the PAR process for the following requests:

New PAR Name	Old PAR Name
Confirmation	previously done using the <i>Attending Doctor's Request for Optional Prior Approval and Carrier's/Employer's Response [Form MG-1]</i>
Variance	previously done using the <i>Attending Doctor's Request for Approval of Variance and Carrier's Response [Form MG-2]</i>
Special Services	includes the 12 requests related to the Medical Treatment Guideline (MTGs) previously done using the <i>Attending Doctor's Request for Authorization and Carrier's Response [Form C-4 AUTH]</i>
Non-MTGs treatment costing more than \$1,000	previously done using Form C-4 AUTH

- After a transition period that the Board will announce with the effective date of OnBoard: Limited Release, paper *Form MG-1*, *Form MG-2*, and *Form C-4 AUTH* will be eliminated when use of OnBoard: Limited Release begins

Prior Authorization Requests

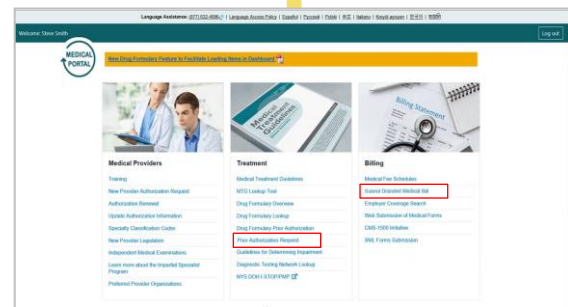
- **Prior authorization of Durable Medical Equipment (DME)**
 - Adoption of amendments announced on March 4, 2021, in Subject Number 046-1379
 - wcb.ny.gov/content/main/regulations
- **Non-MTGs under or = \$1,000**
- **Medication PARs (replacing the current Drug Formulary Prior Authorization Request process)**

Disputed Medical Bills Submission

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

Prior Authorization Process

- Sign into the Medical Portal
- Access OnBoard dashboard
- Select “Submit an eForm”
- Begin with entering information
 - Provider delegates will select the provider they are entering information on behalf of



Prior Auth ID	Type	Patient	Patient DOB	Carrier Case #	WCB Case #	Last Activity	Prior Auth Status
PA-02-123-1234	Formulary	Underwood, Carrie	01/01/1990	IN1234567	G1957462	06/23/2020	LEVEL 3 REVIEW
PA-02-123-1234	Mandatory	Smith, Amanda	01/01/1990	IN1234567	G1957462	06/21/2020	LEVEL 3 REVIEW
PA-12-333-1634	Variance	Belen, Kyle	01/01/1990	IN1234567	G1957462	07/03/2020	LEVEL 3 REVIEW
PA-10-106-1247	Non-MTG-\$1000	Donalson, Aaron	01/01/1990	IN1234567	G1957462	07/05/2020	LEVEL 3 REVIEW
PA-12-443-9893	Formulary	McGibson, William	01/01/1990	IN1234567	G1957462	07/10/2020	UNAPPROVED
PA-03-103-1234	Special Services	Garcia, Robert	01/01/1990	IN1234567	G1957462	07/15/2020	LEVEL 3 REVIEW
PA-11-185-1934	Durable Medical Equipment	Davis, Susan	01/01/1990	IN1234567	G1957462	07/17/2020	LEVEL 3 REVIEW
PA-08-123-1748	Variance	Brown, Lianne	01/01/1990	IN1234567	G1957462	07/23/2020	UNAPPROVED
PA-06-115-1036	Mandatory	Miller, Amber	01/01/1990	IN1234567	G1957462	07/23/2020	DENIED
PA-02-843-9957	Non-MTG-\$1000	Lopez, Julia	01/01/1990	IN1234567	G1957462	07/24/2020	LEVEL 3 REVIEW

Requester Information

On behalf of which of the following Providers are you completing this form?

Requesting on Behalf of
Dr. Alan Swenson

Please select license for this request.

License
Select a License
#123456789 - Physician
#987654321 - Chiropractor
#543210989 - Physical Therapist

Prior Authorization Process

- Enter the requested information
 - PAR Category
 - CPT Code
 - MTG Site
 - Body Part Information
 - MTG Consistency
- Attach documents as necessary
- Add additional items to a PAR
 - Durable Medical Equipment, for example
- Complete request

The screenshot shows the 'Request Items' step of a PAR questionnaire. The page title is 'Request Items' and it includes a sub-header 'Request Items' with the instruction: 'Provide the information below to add one or more items that you will be requesting prior authorization for on this claim.' There are three main sections: 'Requester Information', 'Locate a Claim', and 'Request Items'. The 'Request Items' section contains a form for 'Item #1' with a dropdown for 'Select category of PAR for this Item' and three radio button options: 'Non-Medical', 'Medication', and 'Durable Medical Equipment'. Below these is an 'Other Treatments/Testing' option. A 'Save' button is at the bottom of the form. On the right side, there is a 'CLAIM DETAILS' section with fields for 'Patient Name', 'Patient DOB', 'WCB Case Number', 'Case Controverted?', 'Case Established?', and 'Established For'. Navigation buttons 'Locate a Claim' and 'Complete Request(s)' are at the bottom.

The screenshot shows the 'Items Requested' step of a PAR questionnaire. The page title is 'Items Requested' and it includes a sub-header 'Request for Prior Authorization'. There are three main sections: 'Requester Information', 'Claim Details', and 'Items Requested'. The 'Items Requested' section contains a form for 'Item #1' with fields for 'PAR Type', 'Body Part', 'CPT/HCPCS', and 'MTG'. Below these is an 'Add Another' button. On the right side, there is a 'CLAIM AND REQUESTER INFORMATION' section with fields for 'Claimant Name', 'Claimant DOB', 'WCB Case Number', 'Site/Condition', and 'Provider'. A summary section at the bottom states: 'Based on items entered, the following Prior Authorization Request types will be submitted:' followed by a list containing 'MG-1, Consistent'. A yellow warning box says: 'Heads up! Once you move on to the next screen, you won't be able to make changes to the Claim details.' Navigation buttons 'Items Requested' and 'Complete Request(s)' are at the bottom.

Who Can Do What?

Prior Authorization Requests (PARs)

	Medical Bill Disputes (HP-1.0)	Medication	Confirmation	Variance	Non-MTG Under or = \$1000	Non-MTG Over \$1000	Special Services	DME
Acupuncturist	x				x	x		
Chiropractor	x		x	x	x	x		x
Licensed Clinical Social Worker	x		x	x	x	x		
Physician	x	x	x	x	x	x	x	x
Physician Assistant	x	x	x	x	x	x		x
Nurse Practitioner	x	x	x	x	x	x	x	x
Podiatrist	x	x	x	x	x	x	x	x
Psychologists	x		x	x	x	x		
Physical Therapists	x				x	x		
Occupational Therapist	x				x	x		
Dentist	x	x			x	x		x
Audiologists	x				x	x		x
Optometrist	x				x	x		x

wcb.ny.gov/medicalportal/health-care-providers-overview

Registering for the Medical Portal to Access OnBoard: Limited Release



Who Has Access?

All providers who currently have access to the Medical Portal will automatically be registered for OnBoard: Limited Release

- Same NY.gov ID and Password
- Separate and apart from an NY.gov ID used for Department of Motor Vehicles, Tax and Finance, etc.



If You Don't Already Have Access

Register as a Health Care Provider or Medical Supplier



Health Care Providers

Physicians, PAs, NPs and other types of Board-authorized providers as well as dentists, audiologists and optometrists.

OVERVIEW >

ACCESS AND ADMINISTRATION >

ADMINISTRATOR LOGIN >



Medical Suppliers

Ancillary medical providers such as: ambulance companies, DMEs, labs, health clinics, hospitals, and pharmacies.

OVERVIEW >

ACCESS AND ADMINISTRATION >

ADMINISTRATOR LOGIN >

Medical Portal Registration

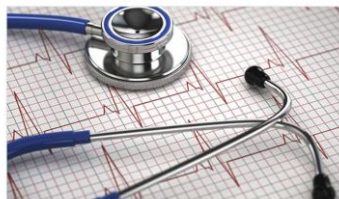
Health Care Provider or Medical Supplier?

- If your specialty **is** listed in the “Who Can Do What” list, you will register for the Medical Portal as a Health Care Provider
- If your specialty **is not** listed in the “Who Can Do What” list, you need to register as a Medical Supplier

Who Can Do What?
Acupuncturist
Chiropractor
Licensed Clinical Social Worker
Physician
Physician Assistant
Nurse Practitioner
Podiatrist
Psychologists
Physical Therapists
Occupational Therapist
Dentist
Audiologists
Optometrist

Health Care Provider Registration

- Those with their specialty listed will follow the Health Care Providers registration instructions
- Dentists, Audiologist and Optometrists are not able to become Board-authorized but can request access to the Medical Portal to be able to use OnBoard: Limited Release



Health Care Providers

Physicians, PAs, NPs and other types of Board-authorized providers as well as dentists, audiologists and optometrists.

OVERVIEW



ACCESS AND ADMINISTRATION



ADMINISTRATOR LOGIN



Who Can Do What?

Acupuncturist

Chiropractor

Licensed Clinical Social Worker

Physician

Physician Assistant

Nurse Practitioner

Podiatrist

Psychologists

Physical Therapists

Occupational Therapist

Dentist

Audiologists

Optometrist

Signing Up for the Medical Portal

Health Care Providers

Medical Portal

Get overview and access information on the Medical Portal by user type.

MEDICAL PORTAL LOGIN ADMINISTRATOR LOGIN

Health Care Providers

Physicians, PAs, NPs and other types of Board-authorized providers as well as dentists, audiologists and optometrists.

OVERVIEW >

ACCESS AND ADMINISTRATION >

ADMINISTRATOR LOGIN >

Medical Suppliers

Ancillary medical providers such as: ambulance companies, DMEs, labs, health clinics, hospitals, and pharmacies.

OVERVIEW >

ACCESS AND ADMINISTRATION >

ADMINISTRATOR LOGIN >

Payers

Insurers, self-insured employers, third-party administrators, pharmacy benefit managers and medical review organizations.

OVERVIEW >

ACCESS AND ADMINISTRATION >

ADMINISTRATOR LOGIN >

Visit wcb.ny.gov/medicalportal and select “Access and Administration” under Health Care Providers

SECTIONS

Request Access

Requirements

- Dentist
- Audiologists
- Optometrist

If you are a health care provider and your specialty is not one of those listed, if you need access to OnBoard, Limited Release to submit Request for Decision on Unpaid Medical Bills (Form HP-1.0), you will need to request access as a Medical Supplier.

Requirements

- Your health care provider NPI is required.
- Nurse practitioners must request access using their RN license.
- You will need to provide your email address. This should be your individual email address, not a group or practice email address.
- If you already have access to the NYS Health Commerce System (HCS), and provide your HSC ID on your request for access, the Board will use this to create your Medical Portal ID if that ID is available.
- Watch video: [Signing Up for the NYS Workers' Compensation Board Medical Portal](#)

SIGN UP FOR ACCESS TO THE MEDICAL PORTAL

Health Care Provider Online Administration

All health care providers who have access to the Medical Portal will automatically be granted access to an online Health Care Provider administration function for the Medical Portal. This will enable health care providers to add delegated users to assist with the drafting of PARs and submitting Request for Decision on Unpaid Medical Bills (Form HP-1.0) in OnBoard. Limited Release.

The health care provider (administrator) will use their Medical Portal login credentials to access Health Care Provider Administration application to assign delegates.

Important Information about Medical Portal Administration

My Profile

The information associated to your Medical Portal account (address and email) may be used by the Board to contact you if there is an issue with your Medical Portal account.

Select “Sign Up for Access to the Medical Portal”

Signing Up for the Medical Portal

Health Care Providers

Search WCB

Language Assistance: (877) 632-4356 | Language Access Policy | Español | Русский | Polski | 中文 | Italiano | 한국어 | 日本語

Online Registrations

Medical Portal Access

Health care providers who are interested in using the Board's Medical Portal must sign up for access.

IMPORTANT! Before proceeding, please note:

- Health care providers should use their individual email address (not a group or shared email address) when registering. This same email address should be used to apply for authorization and to access required training through the learning management system, CourseMill. The Workers' Compensation Board will use this same email address to verify the health care provider has taken the required training prior to approving the request to become a Board-authorized provider.
- The health care provider's individual National Provider Identification (NPI) number is required on the registration form.
- Nurse practitioners must use their RN license number when applying for access.
- All health care providers must complete both the Authorization Status and Provider Information tabs.

You will receive a confirmation number from the Board upon submission of your request for access. Please keep this number for future reference. Registrations may take up to three to five business days for processing.

[Continue](#) [Cancel Registration](#)

You can send an e-mail to WCBCustomerService@wcb.ny.gov if you have any questions regarding this registration.

Select "Continue"

Online Registration

Medical Portal - Provider - Initial Registration

Select **Submit** after completing the mandatory fields on both the Authorization Status and Provider Information tabs

[Authorization Status](#) [Provider Information](#)

***The Registering Provider Is:**

Please Select...

***The Registering Provider's Authorization Status is:**

- NYS Licensed Provider - Workers' Compensation Board Authorized
- NYS Licensed Provider - Not Workers' Compensation Board Authorized
- Out of State Provider - Not Workers' Compensation Board Authorized and Not NYS Licensed

[Next](#)

Enter the required information

Signing Up for the Medical Portal

Health Care Providers

Information needed:

- Registering Provider Type
- Registering Provider Authorization Status
- Authorization Number (required if Board authorized)
- NYS License Number (required if NYS Licensed Provider)
- NPI (required for all providers)
HCS ID (Health Commerce System ID) – can select “No” if unsure or you don’t have one
- First and Last Name
- Address
- Phone Number
- Email

Online Registration

Medical Portal - Provider - Initial Registration

Select Submit after completing the mandatory fields on both the Authorization Status and Provider Information tabs

Authorization Status | Provider Information

*The Registering Provider Is:
Please Select...

* The Registering Provider's Authorization Status is:
 NYS Licensed Provider - Workers' Compensation Board Authorized
 NYS Licensed Provider - Not Workers' Compensation Board Authorized
 Out of State Provider - Not Workers' Compensation Board Authorized and Not NYS Licensed

Next

Online Registration

Medical Portal - Provider - Initial Registration

Select Submit after completing the mandatory fields on both the Authorization Status and Provider Information tabs

Authorization Status | Provider Information

Provider's Information:

Does the provider have a Health Commerce System (User ID)? (Yes/No)

*NYS License Number: [123456] *NPI Number: [1234567890]

*First Name: [First Name] M.I.: [] *Last Name: [Last Name]

Address Line 1: [] Address Line 2: []

*City: [] *State: [New York] *Zip Code: [10248-4739]

*Area Code: [12] *Phone Number: [123-4567] Extension: [1234]

*Email: [npsm@example.com]

Previous Submit

Signing Up for the Medical Portal

Health Care Providers

- Three to five business days for the Board to complete the review of a registration
- Once approved, emails will be sent to the user in the application with their NY.gov ID and temporary password

Health Care Provider Roles

Billing Delegate Role

- A user with this role will only be allowed to draft and submit *Form HP-1.0* on behalf of the provider
- If the health care provider uses a billing agent to submit their medical bills, the health care provider will need to set up user accounts for any employee of the billing agent who will be allowed to submit *Form HP-1.0* on behalf of the provider

Health Care Provider Roles

Provider Role

- Actual physician, physical therapist, chiropractor, etc.
- Assigns provider and billing delegates who can draft PARs and HP-1s on provider behalf
- Required to send final PAR in OnBoard: Limited Release

Provider Delegate Role


- Draft PARs, which must be reviewed and submitted by the health care provider
- Draft escalations to Level 2 Medication PARs, which must be reviewed and submitted by the health care provider
- Draft PAR escalations for provider review and submission to Level 3 for Medical Director's Office review
- Respond to insurer requests for information (must be designated by the health care provider from within OnBoard: Limited Release)
- Draft and submit Request for Decision on Unpaid Medical Bills (*Form HP-1.0*)

Medical Suppliers

If your specialty is **not** listed in the table “Who Can Do What?” and you need to submit *Request for Decision on Unpaid Medical Bill(s) (Form HP-1.0)*, you will need to request access to the Medical Portal as a **Medical Supplier**

Medical Suppliers include:

- Ambulance companies
- Durable medical equipment suppliers
- Inpatient hospitals
- Laboratories
- Mental health clinics
- Outpatient clinics
- Outpatient hospitals
- Pharmacies
- Psychiatric hospitals



Medical Suppliers

Ancillary medical providers such as: ambulance companies, DMES, labs, health clinics, hospitals, and pharmacies.

OVERVIEW >

ACCESS AND ADMINISTRATION >

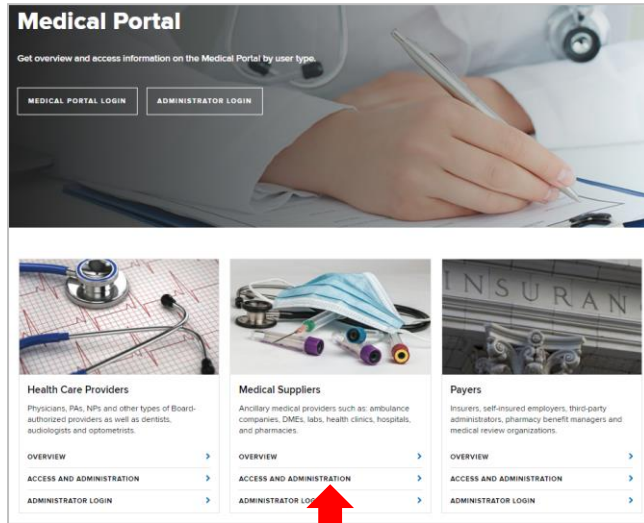
ADMINISTRATOR LOGIN >

Who Can Do What?

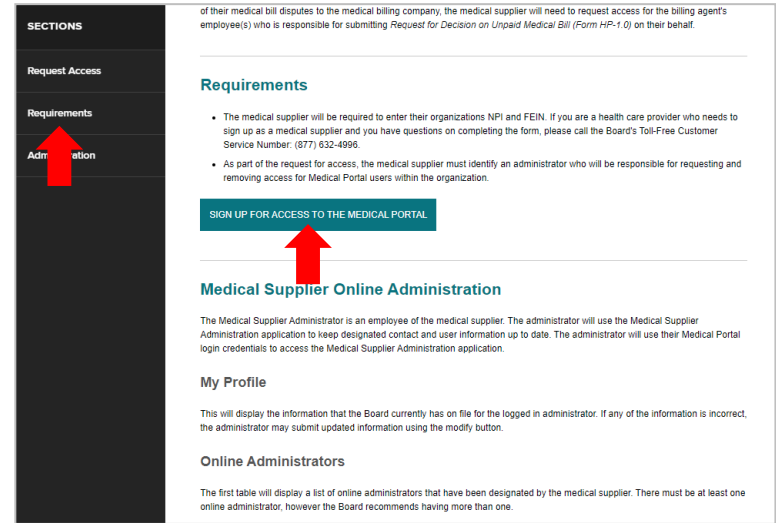
Acupuncturist
Chiropractor
Licensed Clinical Social Worker
Physician
Physician Assistant
Nurse Practitioner
Podiatrist
Psychologists
Physical Therapists
Occupational Therapist
Dentist
Audiologists
Optometrist

Signing Up for the Medical Portal

Medical Suppliers



Visit wcb.ny.gov/medicalportal and select “Access and Administration” under Medical Suppliers



Select “Sign Up for Access to the Medical Portal”

Signing Up for the Medical Portal

Medical Suppliers

Search WCB

Language Assistance: (877) 632-4396 | Language Access Policy | Español | Русский | Polski | 中文 | Italiano | 한국어 | 한국어

Online Registrations

Medical Portal Access

Medical suppliers who are interested in using the Board's Medical Portal must sign up for access.

IMPORTANT! Before proceeding, please note:

- The medical supplier's organizational National Provider Identification (NPI) number is required.
- Complete both the Organization Information and the User Information tabs.
- Organizations must designate at least one administrator who will be responsible for managing new users and removing users who should no longer have access to the Medical Portal.

You will receive a confirmation number from the Board upon submission of your request for access. Please keep this number for future reference. Registrations may take up to three to five business days for processing.

[Continue](#) [Cancel Registration](#)

You can send an e-mail to WCBCustomerService@wcb.ny.gov if you have any questions regarding this registration.

Select "Continue"

Online Registration

Medical Portal - Initial Registration

[Medical Supplier Information](#) [User Information](#)

***The Registering Medical Supplier Is:**

Please Select...

*Name: *NPI Number: *FEIN:

Address:

*Address Line 1: Line 2:

*City: *State: *Zip Code:

[Next](#)

Enter the required information

Signing Up for the Medical Portal

Medical Suppliers

Required information:

- Medical Supplier Type
- Name
- NPI Number
- FEIN
- Address
- User or Administrator
- First and Last Name
- Address
- Phone Number
- Email

Online Registration

Medical Portal - Initial Registration

Medical Supplier Information

*The Registering Medical Supplier Is:

Please Select...

*Name: *NPI Number: *FEIN:
Medical Supplier Name 0234567890 12-3456789

Address:
*Address Line 1: Line 2:
First line of address Suite, room or floor
*City: *State: *Zip Code:
City of Medical Supplier New York 12345-6789

Next

Online Registration

Medical Portal - Initial Registration

Medical Supplier Information

User Information

User Information:

*User's Role Is:
 Administrator
 User

*First Name: *Last Name:
First Name Last Name

*Address Line 1: Address Line 2:
First line of address Suite, room or floor

*City: *State: *Zip Code:
City New York 12345-6789

*Area Code: *Phone Number: Extension:
123 123-4567 1234

*Email:
name@company.com

Add User Remove User

Previous Submit

First Time Registration

Medical Suppliers

When registering for the Medical Portal for the first time, you can register multiple administrators and users in a single submission

After information is added for each user, select the “Add User” button and a new information card will appear. You can continue this until all Administrators and Users are added for the access request

The screenshot displays a registration form for Medical Suppliers, organized into three distinct user entry sections. Each section is titled "User Information:" and includes a radio button to select the user's role: "Administrator" (unselected) or "User" (selected). The form fields for each user are as follows:

- User 1:** Role: User. First Name: Don, M.I.: [blank], Last Name: Smith. Address Line 1: 5 Hollow Road, Address Line 2: [blank] (Subt: room or floor). City: Albany, State: New York, Zip Code: 12345. Area Code: 585, Phone Number: 4839999, Extension: 1234. Email: adminemail@provider.com.
- User 2:** Role: User. First Name: Alice, M.I.: [blank], Last Name: Benson. Address Line 1: 6 Alpine road, Address Line 2: [blank] (Subt: room or floor). City: Albany, State: New York, Zip Code: 12345. Area Code: 518, Phone Number: 9966417, Ext: [blank]. Email: test@test.com.
- User 3:** Role: User. First Name: First Name, M.I.: Last Name, Last Name. Address Line 1: First line of address, Address Line 2: [blank] (Subt: room or floor). City: City, State: New York, Zip Code: [blank]. Area Code: 123, Phone Number: 123-4567, Ext: [blank]. Email: name@example.com.

At the bottom of the third user entry, there are two buttons: "Add User" and "Remove User". A red arrow points to the "Add User" button.

Medical Supplier Roles

Online Administrators

Keep designated contact and user information current

Use Medical Portal login credentials to access the Medical Supplier Administration Application

There must be at least one administrator; more than one is recommended

Add/Modify users and billing delegates

Add or remove other administrators


Online administrators can sign up and add users today!

Online Registration

Medical Portal - Initial

Medical Supplier Information | **User Information**

User Information:

* User's Role is: 

Administrator
 User

*First Name: M.I.: *Last Name:

*Address Line 1: Address Line 2:

Medical Supplier Roles

Users/Billing Delegate

Users are assigned as a billing delegates by the administrator, within Medical Portal administration

Draft and submit *Request for Decision on Unpaid Medical Bill(s) (Form HP-1.0)* for the medical supplier

If medical supplier uses billing agent to submit medical bills, the medical supplier's online administrator will need to set up user accounts for any employee of the billing agent

Online Registration

Medical Portal - Initial

Medical Supplier Information | User Information

User Information:

* User's Role is:

Administrator

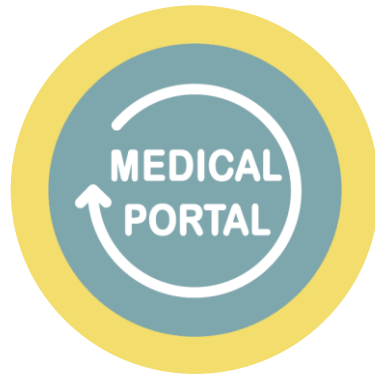
User

* First Name: M.I.: * Last Name:

* Address Line 1: Address Line 2:

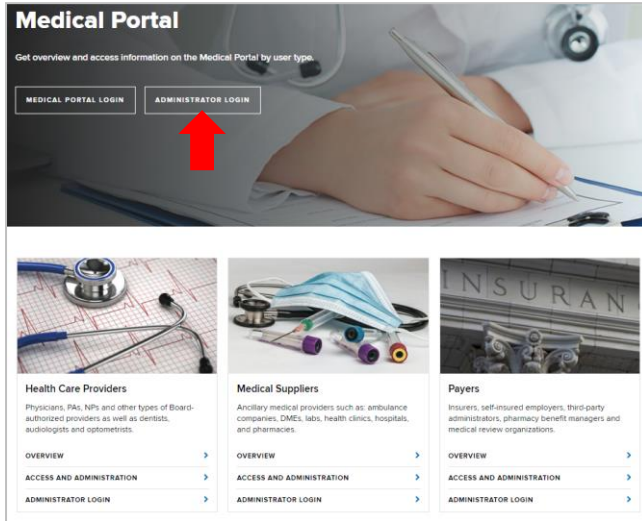
System Administration

Health Care Providers & Medical Suppliers

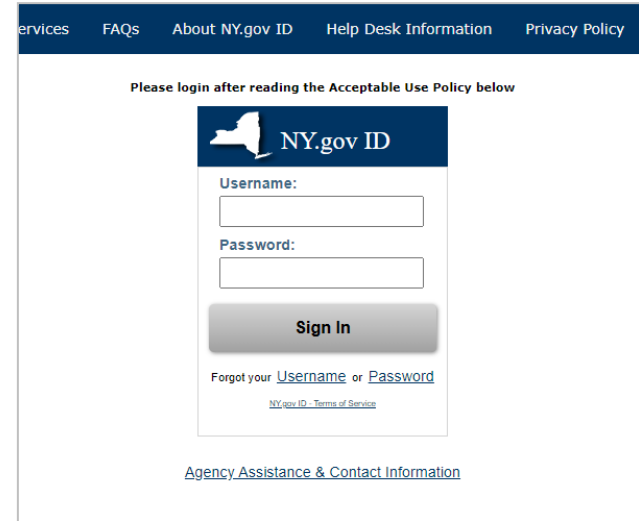


Administrator Login

Note: If you have forgotten your Password, you may use the NY.gov Password Self-Service. If you do not remember your Shared Secrets, you may select the Email Activation option to receive a password reset to the email associated to your Medical Portal account.



Visit wcb.ny.gov/medicalportal and select the “Administrator Login” button at the top



Sign in with your Medical Portal username and password

Medical Portal Administration Page

My Profile

The screenshot shows the Workers' Compensation Board website. The top navigation bar includes links for Workers, Employers, Health Care Providers, Payers, Representatives, Forms, and Locations. A search bar is located on the left, and language assistance options are on the right. The main content area is titled 'Medical Provider Administration' and includes a welcome message. Below this is a grid of links organized into four columns: About WCB, Forms & Services, Communication, and Website. At the bottom, there are social media icons for Facebook, Twitter, Instagram, and YouTube, along with a 'GET WCB NOTIFICATIONS' button. A red arrow points to the 'My Profile' link in the left navigation bar.

Select “My Profile” on the left navigation bar

Medical Portal Administration Page

My Profile

My Information

Below is what the Board has on file for you, [REDACTED].

Business Name:
[REDACTED]

First Name: [REDACTED] Last Name: [REDACTED]

Address Line 1: [REDACTED] Address Line 2: [REDACTED]
123 State Street

City: [REDACTED] State: [REDACTED] Zip: [REDACTED]
Schenectady NY 12302

Area Code: [REDACTED] Phone Number: [REDACTED] Ext: [REDACTED]
(518) 123-4567

E-mail Address:
[REDACTED]

[Modify My Data](#) [Return To Main Page](#)

Your information on file will be displayed
Confirm all information is accurate and up to date

Medical Portal Administration Page

My Profile

My Information

Below is what the Board has on file for you, [REDACTED].

Business Name:
[REDACTED]

First Name: [REDACTED] Last Name: [REDACTED]

Address Line 1: [REDACTED] Address Line 2: [REDACTED]
123 State Street

City: [REDACTED] State: [REDACTED] Zip: [REDACTED]
Schenectady NY 12302

Area Code: [REDACTED] Phone Number: [REDACTED] Ext: [REDACTED]
(518) 123-4567

E-mail Address:
[REDACTED]

[Modify My Data](#) [Return To Main Page](#)



To edit information, select the
“Modify My Data” button


Medical Portal Administration Page

My Profile

Medical Provider Administration

Modify My Data

*First Name:	M.I.:	*Last Name:
<input type="text" value="Mary"/>	<input type="text"/>	<input type="text" value="Smith"/>
*Address Line 1:	Address Line 2:	
<input type="text" value="123 State Street"/>	<input type="text"/>	
*City:	*State:	*Zip Code:
<input type="text" value="Schenectady"/>	<input type="text" value="New York"/>	<input type="text" value="12302"/>
*Area Code:	*Phone Number:	ext:
<input type="text" value="518"/>	<input type="text" value="123-4567"/>	<input type="text"/>
*E-mail Address:		
<input type="text" value="doctorsmith@email.com"/>		



Update information as necessary and
select “Continue”

Medical Portal Administration Page

Billing Delegates

The screenshot shows the Workers' Compensation Board (WCB) Medical Provider Administration page. At the top, there is a dark teal navigation bar with the WCB logo and menu items: Workers, Employers, Health Care Providers, Payers, Representatives, Forms, and Locations. Below this is a search bar and language assistance options. The main content area is titled 'Medical Provider Administration' and includes a welcome message. A left navigation bar contains three links: 'My Profile', 'Billing Delegates', and 'Provider Delegates'. A red arrow points to 'Billing Delegates'. Below the navigation bar is a grid of links organized into four columns: 'About WCB', 'Forms & Services', 'Communication', and 'Website'. At the bottom, there are social media icons for Facebook, Twitter, Instagram, and YouTube, along with a 'GET WCB NOTIFICATIONS' button.

Select “Billing Delegates” on the left navigation bar

Medical Portal Administration Page

Billing Delegates

My Profile
Billing Delegates
Provider Delegates

Medical Provider Administration

Billing Delegate

Below is a list of users who **have** a Billing Delegate designation for:

Show entries Search:

First Name	Last Name	Phone #	eMail	Remove	Modify
Billing	Delegate	(518) 555-0234	██████████@wcb.ny.gov	Remove	Modify

Showing 1 to 1 of 1 entries Previous Next

Below is a list of users who **DON'T have** a Billing Delegate designation for:

Show entries Search:

First Name	Last Name	Phone #	eMail	Add
Provider	Delegate	(518) 555-0234	██████████@wcb.ny.gov	Add

Showing 1 to 1 of 1 entries Previous Next

Need to add someone new?
[Add New User](#)

The first box displays the current billing delegates in the system. These users will be able to submit *Request for Decision on Unpaid Medical Bill (Form HP-1.0)*.

You can remove or modify user information by selecting the “Remove” or “Modify” button.

Medical Portal Administration Page

Billing Delegates

My Profile
Billing Delegates
Provider Delegates

Medical Provider Administration

Billing Delegate

Below is a list of users who **have** a Billing Delegate designation for:

Show entries Search:

First Name	Last Name	Phone #	eMail	Remove	Modify
Billing	Delegate	(518) 555-0234	██████████@wcb.ny.gov	Remove	Modify

Showing 1 to 1 of 1 entries Previous Next


Below is a list of users who **DON'T have** a Billing Delegate designation for:

Show entries Search:

First Name	Last Name	Phone #	eMail	Add
Provider	Delegate	(518) 555-0234	██████████@wcb.ny.gov	Add

Showing 1 to 1 of 1 entries Previous Next

Need to add someone new?
[Add New User](#)



The second box shows existing users in the system who can be added as a billing delegate. Select the “Add” button on a user’s row to give that user the ability to submit *Request for Decision on Unpaid Medical Bill (Form HP-1.0)*.

Medical Portal Administration Page

Billing Delegates

The screenshot displays the 'Medical Provider Administration' interface. On the left, a navigation menu includes 'My Profile', 'Billing Delegates', and 'Provider Delegates'. The main content area is titled 'Medical Provider Administration'. A large modal window titled 'Billing Delegate' is centered, containing the message: '[Redacted] has been added to Billing Delegate for [Redacted]'. A 'Close' button is located at the bottom right of the modal. Below the modal, the text 'Need to add someone new?' is followed by an 'Add New User' button. On the right side of the page, there are two table-like sections. The top section has a 'Search:' field, a 'Modify' button, a yellow 'Modify' button, and 'Previous' and 'Next' navigation buttons. The bottom section has a 'Search:' field, an 'Add' button, a green 'Add' button, and 'Previous' and 'Next' navigation buttons.

When you click the “Add” button for a user, you will receive a pop-up, confirming a billing delegate has been added.

Medical Portal Administration Page

Billing Delegates

My Profile
Billing Delegates
Provider Delegates

Medical Provider Administration

Billing Delegate

Below is a list of users who **have** a Billing Delegate designation for:

Show entries Search:

First Name	Last Name	Phone #	eMail	Remove	Modify
Billing	Delegate	(518) 555-0234	<input type="text"/> @wcb.ny.gov	<input type="button" value="Remove"/>	<input type="button" value="Modify"/>

Showing 1 to 1 of 1 entries Previous Next

Below is a list of users who **DON'T have** a Billing Delegate designation for:

Show entries Search:

First Name	Last Name	Phone #	eMail	Add
Provider	Delegate	(518) 555-0234	<input type="text"/> @wcb.ny.gov	<input type="button" value="Add"/>

Showing 1 to 1 of 1 entries Previous Next

Need to add someone new?

To add a new user to the system, select Add New User.

Medical Portal Administration Page

Billing Delegates

Medical Provider Administration

Add New User

*First Name:	M.I.:	*Last Name:
<input type="text" value="First Name"/>	<input type="text"/>	<input type="text" value="Last Name"/>
*Address Line 1:	Address Line 2:	
<input type="text" value="Address"/>	<input type="text" value="Floor, Suite, Apt."/>	
*City:	*State:	*Zip Code:
<input type="text" value="City"/>	<input style="border: 1px solid #ccc;" type="text" value="New York"/>	<input type="text" value="12345"/>
*Area Code:	*Phone Number:	ext:
<input type="text" value="123"/>	<input type="text" value="456-7890"/>	<input type="text"/>
*E-mail Address:		
<input type="text" value="test@test.com"/>		
Comments:		
<input type="text"/>		

Enter in the new user information and select “Continue”. Once submitted, the add user request is sent to the Board for processing. Once processed, the user will receive a User ID and Temporary Password via the email submitted above.

Medical Portal Administration Page

Provider Delegates (not an option for Medical Suppliers)

Workers' Compensation Board

Workers Employers Health Care Providers Payers Representatives Forms Locations

Search WCB

Language Assistance: (877) 632-4996 | Language Access Policy | Español | Русский | Polski | 中文 | Italiano | Kreyol ayisyen | 한국어

My Profile
Billing Delegates
Provider Delegates

Medical Provider Administration

Welcome [] to Medical Provider Administration for []. Please select from the menu.

Workers' Compensation Board

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- Contact Us
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- Accessibility
- Glossary of Terms
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Select "Provider Delegates" on the left navigation bar

Medical Portal Administration Page

Provider Delegates (not an option for Medical Suppliers)

Medical Provider Administration

Provider Delegate
Below is a list of users who **have** a Provider Delegate designation for

Show 5 entries Search:

First Name	Last Name	Phone #	eMail	Remove	Modify
Provider	Delegate	(518) 555-0234	...@wcb.ny.gov	Remove	Modify

Showing 1 to 1 of 1 entries Previous 1 Next

Below is a list of users who **DON'T have** a Provider Delegate designation for

Show 5 entries Search:

First Name	Last Name	Phone #	eMail	Add
Billing	Delegate	(518) 555-0234	...@wcb.ny.gov	Add

Showing 1 to 1 of 1 entries Previous 1 Next

Need to add someone new?
[Add New User](#)

The first box displays the current provider delegates in the system. These users will be able to submit PARs. You can remove or modify user information by selecting the “Remove” or “Modify” button.

Medical Portal Administration Page

Provider Delegates (not an option for Medical Suppliers)

Medical Provider Administration

Provider Delegate
Below is a list of users who **have** a Provider Delegate designation for

Show entries Search:

First Name	Last Name	Phone #	eMail	Remove	Modify
Provider	Delegate	(518) 555-0234	...@wcb.ny.gov	Remove	Modify

Showing 1 to 1 of 1 entries Previous Next

Below is a list of users who **DON'T** have a Provider Delegate designation for

Show entries Search:

First Name	Last Name	Phone #	eMail	Add
Billing	Delegate	(518) 555-0234	...@wcb.ny.gov	Add

Showing 1 to 1 of 1 entries Previous Next

Need to add someone new?
[Add New User](#)

The second box shows existing users in the system who can be added as a provider delegate. Select the “Add” button on a user’s row to give that user the ability to submit PARs.

Medical Portal Administration Page

Provider Delegates (not an option for Medical Suppliers)

My Profile
Billing Delegates
Provider Delegates

Medical Provider Administration

Provider Delegate

Below is a list of users who **have** a Provider Delegate designation for **Slaff Bertram A.**

Show entries Search:

First Name	Last Name	Phone #	eMail	Remove	Modify
Provider	Delegate	(518) 555-0234	...r@wcb.ny.gov	Remove	Modify

Showing 1 to 1 of 1 entries Previous Next

Below is a list of users who **DON'T have** a Provider Delegate designation for **Slaff Bertram A.**

Show entries Search:

First Name	Last Name	Phone #	eMail	Add
Billing	Delegate	(518) 555-0234	...@wcb.ny.gov	Add

Showing 1 to 1 of 1 entries Previous Next

Need to add someone new?
[Add New User](#)

To add a new users to the system, select the “Add New User” button at the bottom.

Medical Portal Administration Page

Provider Delegates (not an option for Medical Suppliers)

Medical Provider Administration

Add New User

*First Name:	M.I.:	*Last Name:
<input type="text" value="First Name"/>	<input type="text"/>	<input type="text" value="Last Name"/>
*Address Line 1:	Address Line 2:	
<input type="text" value="Address"/>	<input type="text" value="Floor, Suite, Apt."/>	
*City:	*State:	*Zip Code:
<input type="text" value="City"/>	<input type="text" value="New York"/>	<input type="text" value="12345"/>
*Area Code:	*Phone Number:	ext:
<input type="text" value="123"/>	<input type="text" value="456-7890"/>	<input type="text"/>
*E-mail Address:		
<input type="text" value="test@test.com"/>		
Comments:		
<input type="text"/>		

Enter in the new user information and select “Continue”. Once submitted, the add user request is sent to the Board for processing. Once processed, the user will receive a User ID and Temporary Password via the email submitted above.

More Registration Information

- Visit wcb.ny.gov/medicalportal and select the links under Health Care Providers or Medical Suppliers
- For questions about the registration process, call Customer Service at (877) 632-4996
- For technical assistance, contact WCBCustomerSupport@wcb.ny.gov

Frequently Asked Questions





Q

As a DME Supplier, will we be able to submit PARs as a delegate on behalf of the Board-authorized provider?



A

No, only the requesting medical provider may submit prior authorization requests.

Q

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

A

Insurers will receive an MTG Variance in OnBoard: Limited Release from the health care provider. After they submit the denial of the submitted variance, it will go back to the health care provider's dashboard to escalate if desired.



Q

How will the arbitration process for a *Form HP-1.0* be handled in the new system?



A

The arbitration process for a *Form HP-1.0* will continue using the same process as it does today.

Updates & What's Next

Other Board Updates for Providers

- ***New York Workers' Compensation Drug Formulary (Drug Formulary) Refill Compliance***
 - New effective date for amendment regulations will coincide with the launch of OnBoard: Limited Release
 - Revised Formulary currently in the comment period
 - More information in Subject Number 046-1389: Proposed Amendment of 12 NYCRR 441.1, 441.2, 441.3, and 441.5 (New York Workers' Compensation Drug Formulary Updates)

Reminder - OnBoard: Limited Release will include Medication PARs, and replace the current *Drug Formulary* available in the Medical Portal

Other Board Updates for Providers

- ***Durable Medical Equipment (DME) Fee Schedule***
 - New effective date for amendment regulations will coincide with the launch of OnBoard: Limited Release
 - More information in Subject Number 046-1379: Adoption of Amendments to Sections 442.2, and addition of 442.4 and 442.5 of 12 NYCRR (DME Fee Schedule)



Other Board Updates for Providers

- **Workers' Compensation Board's New York Medical Treatment Guidelines**
 - Amendment proposed to 12 NYCRR 324.2 to incorporate updates to the New York Non-Acute Pain Medical Treatment Guidelines (MTGs) by reference
 - The Notice of Proposed Rule Making published in the April 14, 2021 edition of the State Register
 - Currently in the comment period
 - Subject Number 046-1394: Proposed Amendment to 12 NYCRR 324.2 (Medical Treatment Guidelines)

Other Board Updates for Providers

- **Workers' Compensation Board's New York Medical Treatment Guidelines (cont'd)**
 - **The following become effective with Limited Release:**
 - Hand, Wrist and Forearm Injuries (these guidelines will replace the Carpal Tunnel MTGs)
 - Occupational/Work Related Asthma
 - Ankle and Foot Injuries
 - Elbow Injuries
 - Hip and Groin Injuries
 - Occupational Interstitial Lung Disease
 - Post-Traumatic Stress Disorder
 - Work-Related Depression and Depressive Disorders
 - **Updated MTGs**
 - Mid and Low Back, Neck, Shoulder and Knee
 - **Coming MTGs**
 - Traumatic Brain Injury
 - Eye Disorders

Reference Materials

- Fact sheet for health care providers
- New OnBoard: Limited Release frequently asked questions for providers
- OnBoard: Limited Release Webinar slides and recordings
- New Medical Portal registration pages on the Board website wcb.ny.gov/medicalportal



Future Provider Training

- **Just-in-time training webinars**
- **Webinar series**
- **Training guides and video tutorials**
- **Q&A webinars**
- **Website content**
- **Support channels**

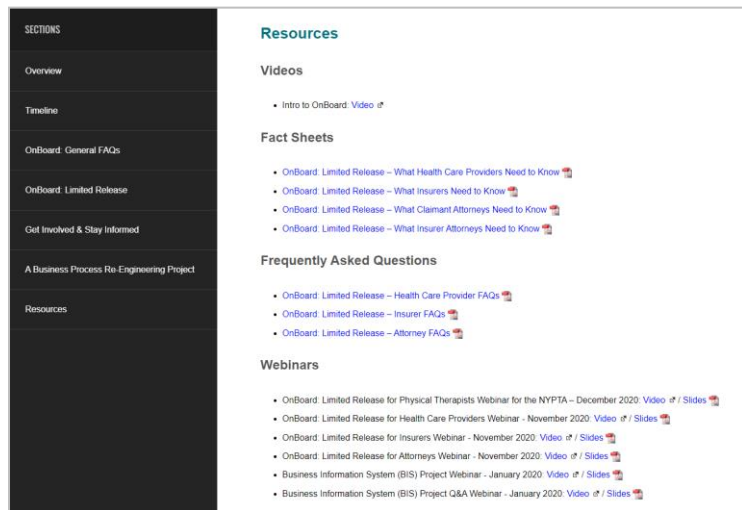


Next Steps

- **Get early access!**
- **Review the new registration webpages at wcb.ny.gov/medicalportal**
- **Review your current paper or fax-based systems. You will no longer be using these!**
- **Share this information with your colleagues!**

Stay Engaged

- wcb.ny.gov/onboard
 - Overview, timeline, FAQs, resources
- **Subscribe for OnBoard Updates**
 - Subscribe to receive email updates on all things OnBoard!
- **Email OnBoard@wcb.ny.gov**
- wcb.ny.gov/medicalportal
- **Questions?**



The screenshot shows a website interface with a dark sidebar on the left and a main content area on the right. The sidebar, titled 'SECTIONS', lists: Overview, Timeline, OnBoard: General FAQs, OnBoard: Limited Release, Get Involved & Stay Informed, A Business Process Re-Engineering Project, and Resources. The main content area, titled 'Resources', is divided into four sections: Videos (with one link: Intro to OnBoard: Video), Fact Sheets (with four links: OnBoard: Limited Release - What Health Care Providers Need to Know, OnBoard: Limited Release - What Insurers Need to Know, OnBoard: Limited Release - What Claimant Attorneys Need to Know, and OnBoard: Limited Release - What Insurer Attorneys Need to Know), Frequently Asked Questions (with three links: OnBoard: Limited Release - Health Care Provider FAQs, OnBoard: Limited Release - Insurer FAQs, and OnBoard: Limited Release - Attorney FAQs), and Webinars (with five links: OnBoard: Limited Release for Physical Therapists Webinar for the NYPTA - December 2020, OnBoard: Limited Release for Health Care Providers Webinar - November 2020, OnBoard: Limited Release for Insurers Webinar - November 2020, OnBoard: Limited Release for Attorneys Webinar - November 2020, and Business Information System (BIS) Project Webinar - January 2020).