



Workers'
Compensation
Board

ONBOARD

A Better System for a Better Board

OnBoard: Limited Release – A Presentation for **NYPTA**

Agenda

- Becoming Board Authorized
- What is OnBoard?
- What Will OnBoard: Limited Release Do?
- Benefits for Physical Therapists
- PAR/HP-1 Walkthrough
- Frequently Asked Questions
- Next Steps for Physical Therapists
- Resources
- Q&A

Expanded Provider Law

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



Expanded Provider Law: Physical Therapists

Provider Type	New for Jan. 1, 2020	Treat	Initial C/R and diagnosis	Initial Disability	Ongoing Disability	Permanency	Depositions	*Pre-Auth & Variance Requests	IMEs
Physical Therapists	Become Authorized	YES Referral Needed	NO	NO	NO	NO	NO	Pre-Auth YES Variance NO	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 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.

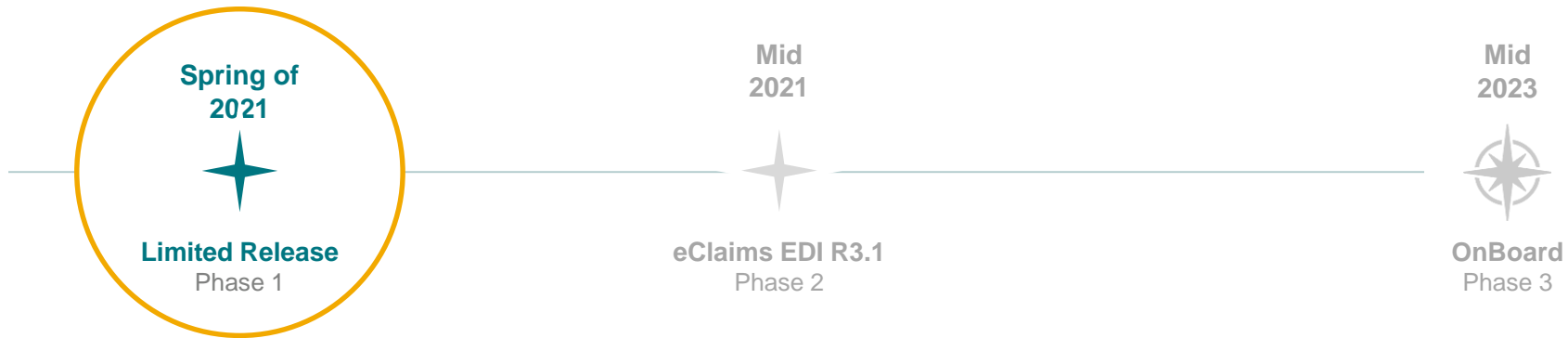
OnBoard Timeline

- 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 the Spring of 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 Prior Authorization Requests (**PARs**) and the submission of *Request for Decision on Unpaid Medical Bill(s) (Form HP-1)*.
- 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

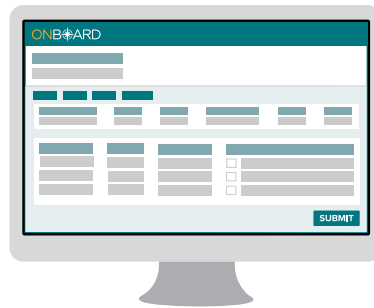
- OnBoard: Limited Release will digitize and streamline the PAR process for the following requests:

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-MTG Treatment Costing More Than \$1,000	Previously done using Form C-4 AUTH

*Claim Administrators can no longer “opt out” of the process and a response to the PAR is now **mandatory**.

New Prior Authorization Requests

- Prior authorization of Durable Medical Equipment (DME).
- **Non-MTGs treatment costing \$1,000 or less.**
- Medication PARs (replacing the current Drug Formulary Prior Authorization Request process).
- Transfer of completed PAR submissions to the eCase folder.



Disputed Medical Bills Submission

- Digitize and streamline the intake of *Requests for Decision on Unpaid Medical Bill(s) (Form HP-1)*.



Benefits for Physical Therapists



Benefits for Physical Therapists

- 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 Physical Therapists

- Receive timely email and 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**



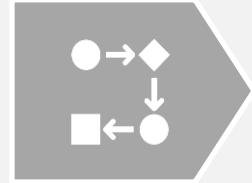
**Perform a Case
Search**



**Answer a Series
of Questions**



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



**Navigate Review
Process**



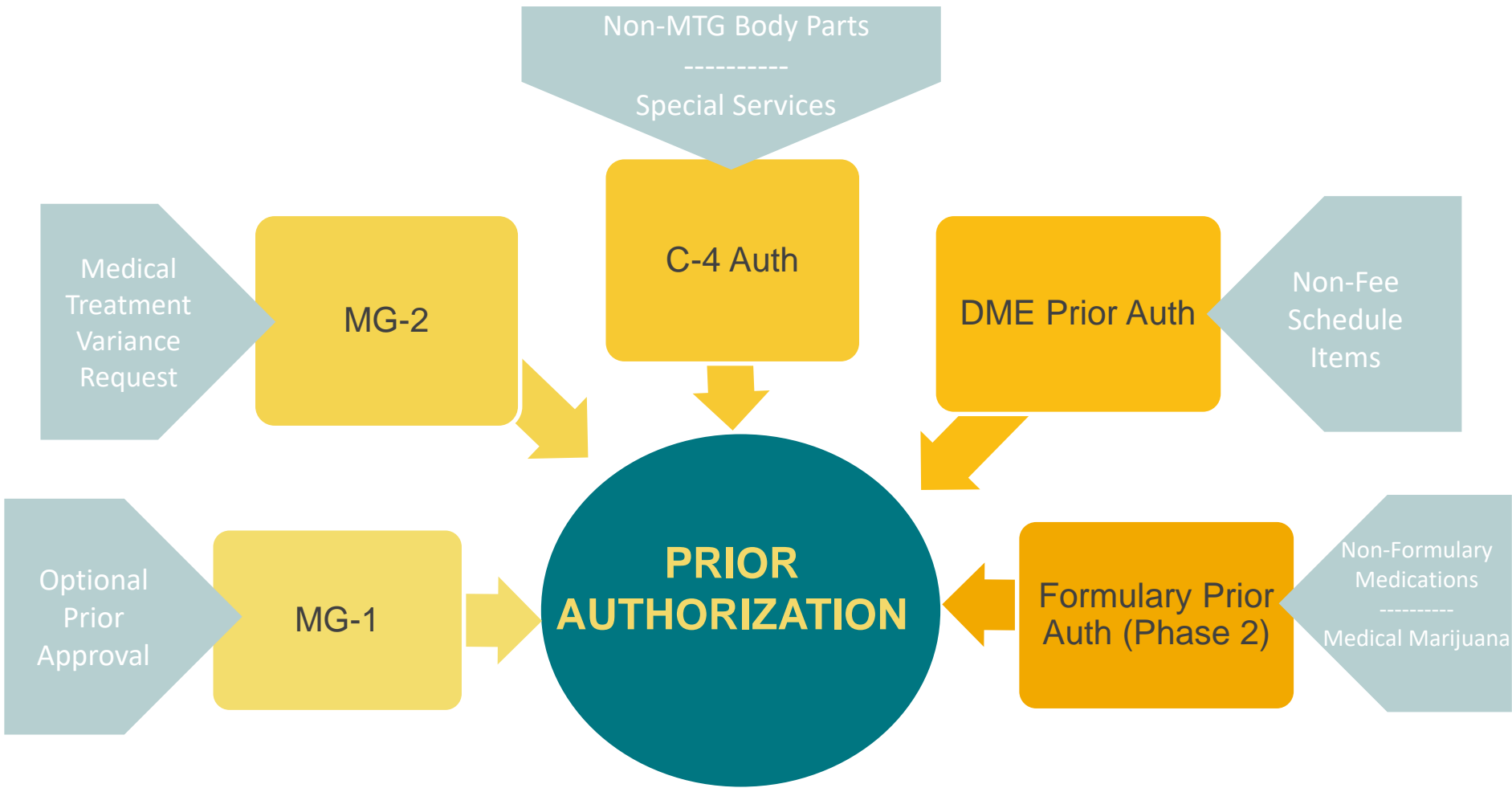
Limited Release

Walkthrough





Prior Authorization Request (PAR) Process






Medical Portal Homepage

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

Welcome: Steve Smith Log out

MEDICAL PORTAL

New Drug Formulary Feature to Facilitate Loading Items in Dashboard



Medical Providers

- Training
- New Provider Authorization Request
- Authorization Renewal
- Update Authorization Information
- Specialty Classification Codes
- New Provider Legislation
- Independent Medical Examinations
- Learn more about the Impartial Specialist Program
- Preferred Provider Organizations

Treatment

- Medical Treatment Guidelines
- MTG Lookup Tool
- Drug Formulary Overview
- Drug Formulary Lookup
- Drug Formulary Prior Authorization
- Prior Authorization Request**
- Guidelines for Determining Impairment
- Diagnostic Testing Network Lookup
- NYS DOH I-STOP/PMP

Billing

- Medical Fee Schedules
- Submit Disputed Medical Bill
- Employer Coverage Search
- Web Submission of Medical Forms
- CMS-1500 Initiative
- XML Forms Submission

Physical Therapist Dashboard

ONBOARD Home Downloads My Profile **Submit an eForm** Medical Treatment Portal

Home

My Tasks Prior Authorizations Draft eForms Submitted eForms

<input type="checkbox"/>	Prior Auth ID	Type	Patient	Patient DOB	Carrier Case #	WCB Case #	Last Activity	Prior Auth Status
<input type="checkbox"/>	PA-12-123-1234	Formulary	Underwood, Carrie	01/01/1990	IN1234567	G1957462	06/23/2020	LEVEL 2 REVIEW
<input type="checkbox"/>	PA-02-123-1294	Mandatory	Smith, Amanda	01/01/1990	IN1234567	G1957462	06/21/2020	LEVEL 1 REVIEW
<input type="checkbox"/>	PA-12-333-1634	Variance	Baker, Kyle	01/01/1990	IN1234567	G1957462	07/03/2020	LEVEL 2 REVIEW
<input type="checkbox"/>	PA-10-126-1247	Non-MTG <\$1000	Donaldson, Aaron	01/01/1990	IN1234567	G1957462	07/05/2020	LEVEL 1 REVIEW
<input type="checkbox"/>	PA-12-443-1893	Formulary	McGibbon, William	01/01/1990	IN1234567	G1957462	07/10/2020	GRANTED IN PART
<input type="checkbox"/>	PA-03-113-1224	Special Services	Garcia, Robert	01/01/1990	IN1234567	G1957462	07/15/2020	LEVEL 2 REVIEW
<input type="checkbox"/>	PA-11-155-1934	Durable Medical Equipment	Davis, Susan	01/01/1990	IN1234567	G1957462	07/17/2020	LEVEL 2 REVIEW
<input type="checkbox"/>	PA-08-123-1748	Variance	Brown, Lianne	01/01/1990	IN1234567	G1957462	07/23/2020	GRANTED
<input type="checkbox"/>	PA-06-113-1536	Mandatory	Miller, Amber	01/01/1990	IN1234567	G1957462	07/23/2020	DENIED
<input type="checkbox"/>	PA-02-843-9957	Non-MTG >\$1000	Lopez, Julia	01/01/1990	IN1234567	G1957462	07/24/2020	LEVEL 2 REVIEW

< Page 1 of 1 > | Showing 1 - 10 of 20

Physical Therapist Forms Queue

Physical Therapist Enters PAR Info

Physical Therapist Completes PAR

Insurer Responds

Physical Therapist Views, Responds or Escalates

PAR Submission Process

The screenshot shows the ONBOARD web portal interface for a PAR Questionnaire. The top navigation bar includes 'ONBOARD', 'Home', 'Downloads', 'My Profile', 'Submit an eForm', and 'Medical Treatment Portal'. The main heading is 'PAR Questionnaire | Step 1 of 3: Requester Information'. A sidebar on the left lists 'Requester Information' (selected), 'Claim Details', and 'Items Requested'. The main content area contains the following text and form elements:

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

Requesting on Behalf of:
Dr. Ron Swanson

Please select license for this request.

License
Select a License
#123456789 | Physician
#987654321 | Chiropractor
#543216789 | Physical Therapist

At the bottom of the form is a 'Claim Details' button with a right-pointing arrow.

Physical Therapist Forms Queue

Physical Therapist Enters PAR Info

Physical Therapist Completes PAR

Insurer Responds

Physical Therapist Views, Responds or Escalates

PAR Submission Process

ONBOARD Home Downloads My Profile Submit an eForm Medical Treatment Portal

PAR Questionnaire | Step 2 of 3:
Claim Details
Request for Prior Authorization

PAR QUESTIONNAIRE

- Requester Information
- Claim Details**
- Items Requested

COMPLETE REQUEST(S)

Select an identifier to match to a claim.

To match to an eCase claim you must enter a value in the WCB Case Number OR the Claim Admin Claim Number fields. The case search uses exact values to Claim Details. If you have questions, please contact the WCB at (555) 555-5555.

WCB Case Number

Claim Admin Claim Number

Claim Admin Claim Number

W033120448

Enter information in any two of the following four fields.

If you are searching based on Claim Admin Claim Number we recommend using the Date of Injury and Last four of SSN.

Date of Injury	Last Four of SSN
06/12/2019	1234
MM / DD / YYYY	
Date of Birth	Patient Last Name
MM / DD / YYYY	

Search for Claim

Physical Therapist Forms Queue

Physical Therapist Enters PAR Info

Physical Therapist Completes PAR

Insurer Responds

Physical Therapist Views, Responds or Escalates

PAR Submission Process

ONBOARD | Home | Downloads | My Profile | Submit an eForm | Medical Treatment Portal

PAR Questionnaire | Step 3 of 3:
Items Requested
Request for Prior Authorization

Save as Draft

PAR QUESTIONNAIRE

- Requester Information
- Claim Details
- Items Requested**

COMPLETE REQUEST(S)

Items Requested

Enter the information below for each item for which you'll be requesting Prior Authorization on this claim.

Item #1

Select category of PAR.

- Drug Formulary
- Durable Medical Equipment
- Other Treatment/Testing
- Non-Medical

CLAIM AND REQUESTER INFORMATION

Claimant Name
John R. Johnson

Claimant DOB
06/30/1968

WCB Case Number
WC-12345

Site/Condition
Ankle

Provider
Dr. Ron Swanson

← Claim Details | Complete Request(s) →

Physical Therapist Forms Queue

Physical Therapist Enters PAR Info

Physical Therapist Completes PAR

Insurer Responds

Physical Therapist Views, Responds or Escalates

PAR Submission Process

The screenshot shows a web form for PAR submission. The form is divided into several sections, with red boxes highlighting the following areas:

- Item #1**
- Select category of PAR.**
 - Drug Formulary
 - Durable Medical Equipment
 - Other Treatment/Testing
 - Non-Medical
- Enter the CPT Code/Description**

CPT Code: A0021 - Outside state ambulance service
- Select MTG associated with this PAR.**

MTG Site: Foot and Ankle

MTG Reference Code/Description: C.11.c.ii.a: Nocturnal Splints for Treatment of Tarsal Tunnel Syndrome
- Select body part associated with this PAR.**

Body Part: Ankle

Side of Body: Left
- Is requested treatment/testing addressed by and consistent with the MTGs?**
 - Not Addressed by MTGs
 - Addressed by MTGs, but Not Consistent with MTGs
 - Addressed by MTGs and Consistent with MTGs

On the right side of the form, the following information is displayed:

- Claimant DOB: 06/30/1968
- WCB Case Number: WC-12345
- Site/Condition: Ankle
- Provider: Dr. Ron Swanson

Physical Therapist Forms
Queue

Physical Therapist Enters
PAR Info

Physical Therapist
Completes PAR

Insurer Responds

Physical Therapist Views,
Responds or Escalates

PAR Submission Process

ONBOARD Home Downloads My Profile Submit an eForm Medical Treatment Portal

PAR Questionnaire | Step 3 of 3:
Items Requested Save as Draft
Request for Prior Authorization

PAR QUESTIONNAIRE

- Requester Information
- Claim Details
- Items Requested**

COMPLETE REQUEST(S)

Items Added (1)

Item #1 Edit

PAR Type: MG-1: Consistent
Body Part: Left Ankle
CPT/HCPCS: C.11.c.ii.a: Nocturnal Splints for Treatment of Tarsal Tunnel Syndrome
MTG: A0021 - Outside state ambulance service

Add Another

CLAIM AND REQUESTER INFORMATION

Claimant Name: John R. Johnson
Claimant DOB: 06/30/1968
WCB Case Number: WC-12345
Site/Condition: Ankle
Provider: Dr. Ron Swanson

Based on items entered, the following Prior Authorization Request types will be submitted:

- MG-1: Consistent

Heads up! Once you move on to the next screen, you won't be able to make changes to the Claim details.

← Items Requested Complete Request(s) →

Physical Therapist Forms Queue

Physical Therapist Enters PAR Info

Physical Therapist Completes PAR

Insurer Responds

Physical Therapist Views, Responds or Escalates

PAR Submission Process

ONBOARD Home Downloads My Profile Submit an eForm Medical Treatment Portal

Complete Request(s) | Step 1 of 3:
Request Details Save as Draft

Prior Authorization Request: DME - Durable Medical Equipment

PAR QUESTIONNAIRE

COMPLETE REQUEST(S)

PAR 1: DME - Durable Medical Equipment

Request Details

Medical Necessity and Supporting

Review and Submit

PAR 2: FORMULARY

DME Request Details

This eForm is to request prior authorization for durable medical equipment not covered by the fee schedule or where such prior authorization is required by the fee schedule. Submission of this eForm prior to prescribing/providing the equipment is mandatory for the Healthcare Provider.

DME Item #1 INCOMPLETE

HCPCS Code/Description: L3520: Orthopedic shoe addition, insole, felt covered with leather

MTG Site: Foot and Ankle

MTG Code/Description: C.12.c.iii.a: Ankle Brace (Orthosis) for Acute Ankle Sprain

Body Part: Left Ankle

Add Additional Details

DME items can be purchased or rented. The cumulative amount paid in rental fees can not exceed the DME fee schedule purchase amount. Enter the requested DME duration below.

Duration in Weeks

2

Must be one week or greater

Enter the total estimated cost of the DME item you are requesting for the entire duration of its use:

Estimated Cost

\$

CLAIM AND REQUESTER INFORMATION

Claimant Name
John R. Johnson

Claimant DOB
06/30/1968

WCB Case Number
WC-12345

Site/Condition
Ankle

Provider
Dr. Ron Swanson

Physical Therapist Forms Queue

Physical Therapist Enters PAR Info

Physical Therapist Completes PAR

Insurer Responds

Physical Therapist Views, Responds or Escalates

PAR Submission Process

*Multiple requests can be made for the same claim.

The screenshot displays the 'PAR QUESTIONNAIRE' interface. On the left, a navigation menu includes 'Requester Information', 'Claim Details', and 'Items Requested'. The main area is titled 'Items Added (2)' and contains two items:

- Item #1**
 - PAR Type: MG-1: Consistent
 - Body Part: Left Ankle
 - CPT/HCPCS: C.11.c.ii.a: Nocturnal Splints for Treatment of Tarsal Tunnel Syndrome
 - MTGs: A0021 - Outside state ambulance service
- Item #2**
 - PAR Type: DME: Durable Medical Equipment
 - Body Part: Left Ankle
 - CPT/HCPCS: L3520: Orthopedic shoe addition, insole, felt covered with leather
 - MTGs: A0021 - Outside state ambulance service

Below the items, a summary states: 'Based on items entered, the following Prior Authorization Request types will be submitted:'

- MG-1: Consistent
- DME: Durable Medical Equipment

A yellow warning box reads: 'Heads up! Once you move on to the next screen, you won't be able to make changes to the Claim details.'

At the bottom, a navigation bar shows '← Items Requested' and 'Complete Request(s) →', with the latter button highlighted by a red box. A red arrow points from the 'Items Requested' menu item to the 'Items Added' section.

On the right side of the interface, 'CLAIM AND REQUESTER INFORMATION' is displayed:

- Claimant Name: John R. Johnson
- Claimant DOB: 06/30/1968
- WCB Case Number: WC-12345
- Site/Condition: Ankle
- Provider: Dr. Ron Swanson

Physical Therapist Forms Queue

Physical Therapist Enters PAR Info

Physical Therapist Completes PAR

Insurer Responds

Physical Therapist Views, Responds or Escalates

PAR Submission Process

The screenshot shows the ONBOARD web application interface. At the top, there is a navigation bar with the ONBOARD logo, 'Home', 'Downloads', 'My Profile', 'Submit an eForm', and 'Medical Treatment Portal'. Below the navigation bar, there is a 'Home' section with tabs for 'My Tasks', 'Prior Authorizations', 'Draft eForms', and 'Submitted eForms'. The 'Prior Authorizations' tab is active, and a table of Prior Authorizations is displayed. The table has the following columns: Prior Auth ID, Type, Patient, Patient DOB, Carrier Case #, WCB Case #, Last Activity, and Prior Auth Status. A red box highlights the first column and the first row of data.

Prior Auth ID	Type	Patient	Patient DOB	Carrier Case #	WCB Case #	Last Activity	Prior Auth Status
PA-12-123-1234	Formulary	Underwood, Carrie	01/01/1990	IN1234567	G1957462	06/23/2020	LEVEL 2 REVIEW
PA-02-123-1294	Mandatory	Smith, Amanda	01/01/1990	IN1234567	G1957462	06/21/2020	LEVEL 1 REVIEW
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Physical Therapist Forms Queue

Physical Therapist Enters PAR Info

Physical Therapist Completes PAR

Insurer Responds

Physical Therapist Views, Responds or Escalates

Physical Therapist PAR Review & Submission

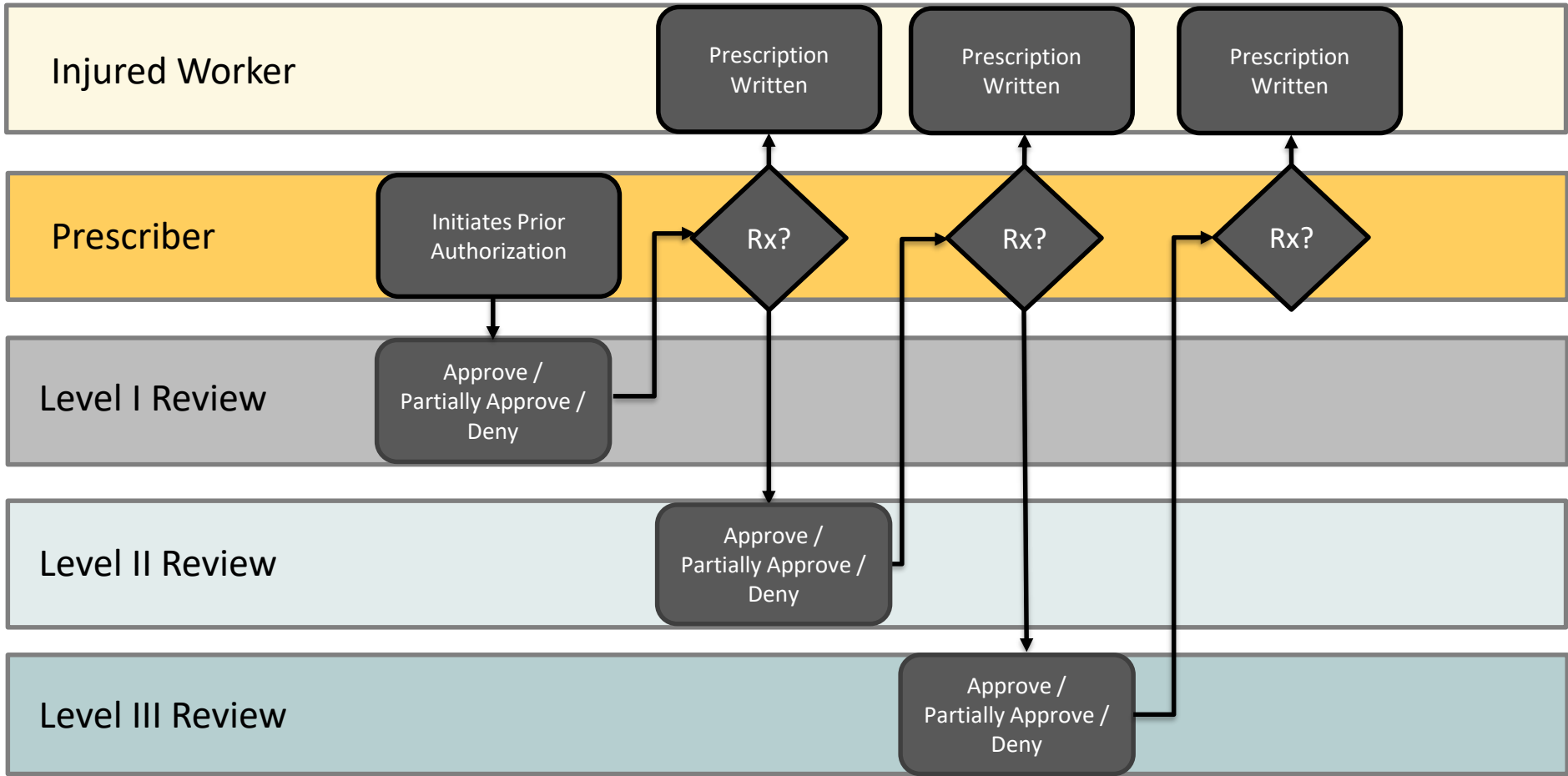
My Dashboard

Prior Auth **Draft eForms** Submitted eForms

Column Value Apply Reset Status ReadyToSubmit

Form Type	WCB Case Number	Associated With	On behalf of	Status	Last Updated By	Last Updated Date
PAR: Medication Level 1 R...	1		ANN MCCRINK	ReadyToSubmit	OFawumL_ext	10/29/2020
Request for Decision on...	1		ANN MCCRINK	ReadyToSubmit	vetcharamarao	10/08/2020
Request for Decision on...	1		ANN MCCRINK	ReadyToSubmit	vetcharamarao	10/08/2020
Request for Decision on...	1		ANN MCCRINK	ReadyToSubmit	vetcharamarao	10/08/2020
Request for Decision on...	1		ANN MCCRINK	ReadyToSubmit	vetcharamarao	10/08/2020
Request for Decision on...	1		ANN MCCRINK	ReadyToSubmit	vetcharamarao	10/08/2020
PAR: Medication Level 2...	W-639727	PA-00-0025-872	ANN MCCRINK	ReadyToSubmit	QA_ExtMultiGr	10/07/2020
Prior Authorization: Dura...	1		ANN MCCRINK	ReadyToSubmit	OFawumL_ext	10/06/2020
PAR: Medication Level 2...	W-639727	PA-00-0025-852	ANN MCCRINK	ReadyToSubmit	QA_ExtMultiGr	10/06/2020
PAR: Medication Level 2...	W-639727	PA-00-0025-837	ANN MCCRINK	ReadyToSubmit	Suvin.Gamage@wcb.ny.gov	10/06/2020

Page 1 of 3 | Showing 1-10 of 30 | 10 Items per page





***Request for Decision on Unpaid Medical
Bill(s) (Form HP-1)***

OnBoard: Limited Release

Request for Decision on Unpaid Medical Bill(s) (Form HP-1)

- Physical therapists will submit a *Request for Decision on Unpaid Medical Bill(s) (Form HP-1)* eForm through OnBoard: Limited Release.
- *Form HP-1* will be resolved using current state systems and processes.
- Escalation to arbitration or adjudication will continue, as needed, using the same process it does today.




Medical Portal Homepage

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

Welcome: Steve Smith [Log out](#)

MEDICAL PORTAL

[New Drug Formulary Feature to Facilitate Loading Items in Dashboard](#)



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- [Submit Disputed Medical Bill](#)
- [Employer Coverage Search](#)
- [Web Submission of Medical Forms](#)
- [CMS-1500 Initiative](#)
- [XML Forms Submission](#)

HP-1 Submission Process



**Access the
Medical Portal**



**Perform a Case
Search**



**Answer a Series
of Questions**



**Submit Form
HP-1**



**Navigates
Current Review
Process**

Frequently Asked Questions



Q: Will physical therapists need to submit anything through OnBoard for services to be processed and paid?

A: OnBoard Limited Release will be for requesting authorization and submitting a request for arbitration of unpaid bills only.

Q: Can Board-authorized physical therapists initiate treatment without a prescription or referral from the treating medical provider?

A: No. Per NYS Workers' Compensation Law, an injured worker must be referred to a Board-authorized physical therapist for treatment. Board-authorized physical therapists cannot initiate treatment without a prescription or referral from the treating medical provider.

Q: Will a physical therapist need to select the treating doctor as provider when submitting a PAR?

A: If a physical therapist is the delegate of the treating physician and is preparing the PAR on their behalf, the physical therapist would select the name of the physician requesting the PAR prior to beginning the PAR wizard.

If the physical therapist is submitting the PAR on their own behalf (and not as a delegate), their information will be automatically populated.

Q: Does the treating provider need to do the final submission?

A: Yes, it is always the treating providers' responsibility to submit the PAR – regardless of whether the provider is entering the PAR information themselves, or if a delegate is entering the information on behalf of the treating provider.

Q: Will physical therapists be allowed to view the status of an MG-2 PAR request submitted by a doctor?

A: In the new system, this PAR will be called an MTG Variance PAR. The only time a physical therapist can view the status of an MTG Variance PAR is if they are a delegate of the doctor.

Q: Are physical therapists and their staff able to submit an MTG Variance PAR and Non-MTG related requests in the new system?

A: Physical therapists cannot submit an MTG Variance PAR, but will be able to submit Non-MTGs over \$1,000 and Non-MTG under \$1,000 PAR. Only the authorized provider may submit the request, but office staff can create the PAR, which is saved as a draft for the authorized provider to review and submit.

Q: Will physical therapists need to submit a PAR for the treatment of body parts that are covered under the Medical Treatment Guidelines?

A: No. Physical therapists cannot submit PARs for MTG related treatments. They will be able to submit PARs for non-MTG related treatment that costs over \$1,000 and non-MTG related treatment that costs less \$1,000.

Next Steps and Resources for Physical Therapists



Next Steps for Physical Therapists

- Become Board-authorized – you must be authorized to treat workers’ compensation patients. Visit wcb.ny.gov and search “Become an authorized provider” to learn more.
- Review your current paper or fax-based systems. You will no longer be using these!
- Review the OnBoard webpage: wcb.ny.gov/onboard.

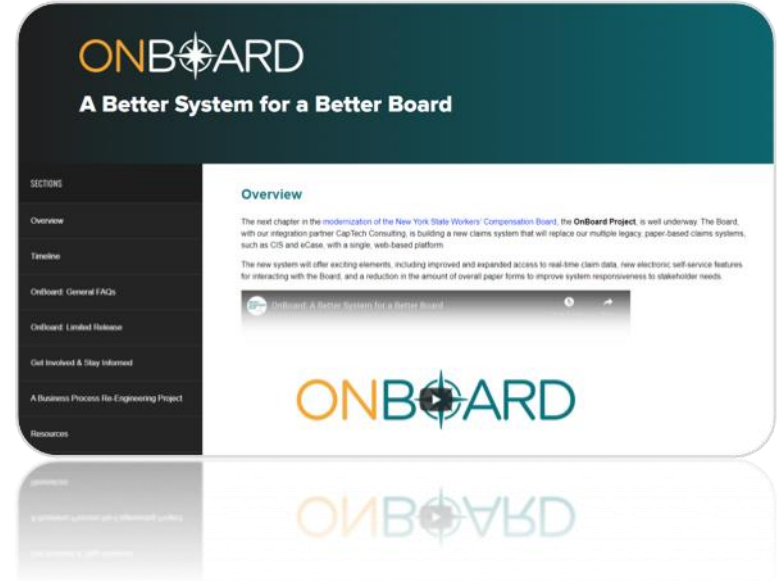
How Will Physical Therapists Be Trained?

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



Stay Engaged

- 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



Questions?



Submit them to the
host using chat.





A Better System for a Better Board

Thank you.