Today vs Tomorrow's Medical Authorization Process

Provider Needs To Request Authorization for Procedure to Treat Injured Worker

Today

Provider/Staff determines appropriate form and retrieves from WCB website, computer, or files

Authorization form is filled out by hand or fillable PDF, supporting medical attached, and form is mailed/faxed to Parties of Interest

Payer receives a copy of authorization request and reviews request

WCB receives a copy of authorization, scans, and manually matches to case

Payer responds to authorization request

WCB rejects form for technical reasons

Parties are notified of response via mail

WCB receives a copy of response, scans, and manually matches to case

Tomorrow

Provider/Staff logs in to Medical Portal and performs a claimant case search

Answers a small set of questions, uploads supporting medical, and clicks submit button

All parties are automatically notified of submission (Electronic/Mail notifications)
**If no case is found WCB will assemble case and case will then be routed to Payer.*

Payer responds to authorization request

All parties are automatically notified of submission (Electronic/Mail notifications)

WCB receives notification that a request for review has been submitted or C-4Auth Denied

Note: If there is no response from the Payer, WCB is automatically notified on due date so appropriate decision can be issued.

WCB takes action on the request for review or sets hearing for C-4Auth Denial