What Providers Need to Know
AGENDA

1. Expanded Provider Law Updates
2. New York State Workers’ Compensation Fee Schedules
3. OnBoard: Limited Release
4. New York Workers’ Compensation Drug Formulary
5. New/Updated New York Medical Treatment Guidelines (MTGs)
6. Reducing Paperwork for Providers: Transitioning to the CMS-1500 Form
7. Telehealth Update
8. Resources / Questions
Expanded Provider Law Updates
Expanded Provider Law Updates

Expanded Provider Law and Authorizations Since January 2020:

■ More than 14,000 health care provider applications processed for Board authorization as a result of the Expanded Provider Law

■ Currently (2021) process up to 350 applications per month; around 275 are new provider types
  - Applications are vetted to assure the highest standards in provider authorization.

■ Respond to 250 emails, calls and letters per week
Expanded Provider Law

To apply, health care providers need to:

- Sign up to use the Board’s Medical Portal at [wcb.ny.gov/medicalportal](http://wcb.ny.gov/medicalportal)
- Complete the required training courses – training must be completed before the application can be submitted
- Fill out the *New Provider Authorization Request* online application and submit to the Board
- Physician assistants must have their Board-authorized supervising physician sign the *Supervising Physician Affirmation* form and attach the signed form to their application
New York State Workers’ Compensation Fee Schedules
NYS Workers’ Compensation Fee Schedules

Communications have been issued on the following:

- Inpatient and Outpatient Fee Schedules
- Workers’ Compensation Enhanced Ambulatory Patient Group (EAPG) Fee Schedules
- Podiatry Fee Schedule
- Dental Fee Schedule
- Private Psychiatric Hospital Fee Schedule
- Durable Medical Equipment Fee Schedule
- Fees paid for out-of-state care
Enhanced Reimbursement for Designated Providers

NYS Workers’ Compensation Medical Fee Schedule Ground Rules 17 & 18:

- Effort to increase the number of Board-authorized providers in the primary care medicine and behavioral health specialties
- Family Medicine, General Practice, Internal Medicine, Behavior Health
- Board established specific modifiers which provide a 20% reimbursement increase
- Included in the 2019 Medical Fee Schedule
- Using modifier 1D and 1B for appropriate/applicable Evaluation and Management services
- Only providers with designated Board-assigned rating codes
Register for Access

- Health care providers must use the Medical Portal to access OnBoard: Limited Release
- NY.gov user ID and password required
- Visit [wcb.ny.gov/onboard/#resources](http://wcb.ny.gov/onboard/#resources) for registration instructions specific to providers
Assign Delegates

Delegates can assist you by:

- Drafting prior authorization requests (PARs) to be reviewed and submitted by health care provider
- Drafting escalations to Level 2 Medication PARs to be reviewed and submitted by health care provider
- Drafting PAR escalations to Level 3 for Medical Director’s Office review
- Responding to insurer requests for information
- Drafting and submitting *Health Care Provider’s Request for Decision on Unpaid Medical Bills* (Form HP-1)
- Visit [wcb.ny.gov/onboard/#resources](http://wcb.ny.gov/onboard/#resources) to view a registration guide
Assign Delegates

Delegates cannot assist with the following:

- Register with an XML submission partner
- Register with the Medical Portal
- Report on a provider’s status
More Information

Stay informed: wcb.ny.gov/onboard

- Walkthrough of registration process
- Video tutorials
- Recorded presentations
- Fact sheets
- FAQs

Questions: onboard@wcb.ny.gov
VASTLY IMPROVING THE INJURED WORKERS’ EXPERIENCE

New York Workers’ Compensation Drug Formulary
New York Workers’ Compensation Drug Formulary

The following will coincide with the launch of OnBoard: Limited Release:

- New effective date for compliance with the *Formulary* for refills and renewals (previously delayed during the COVID-19 pandemic), to coincide with the launch of OnBoard: Limited Release

- Clarification that a medical marijuana PAR will no longer be submitted via the existing variance request process
New / Updated
New York Medical Treatment Guidelines (MTGs)
New / Updated MTGs

Public comments are being reviewed for:

- New York Traumatic Brain Injury (TBI)
- New York Complex Regional Pain Syndrome (CRPS)
- New York Eye Disorders
New / Updated MTGs

- For full details, visit wcb.ny.gov
- Providers
- Resources
- Medical Treatment Guidelines

WHAT’S NEW TO
Medical Treatment Guidelines Program

August 25, 2021
The Chair has adopted amendments to 12 NYCRR 324.2 to incorporate two new and updates to four existing Medical Treatment Guidelines (MTGs) by reference:

- New York Post-Traumatic Stress Disorder and Acute Stress Disorder
- New York Work-Related Depression and Depressive Disorders (formerly referred to as Major Depressive Disorder)
- New York Mid and Low Back Injury
- New York Neck Injury
- New York Knee Injury
- New York Shoulder Injury
- New York Non-Acute Pain

These MTGs are currently scheduled to become effective November 1, 2021.
Training

- Training now available
- Receive CME credits

**Medical Treatment Guidelines Training**

**Overview**

Since 2010, the Workers’ Compensation Board has developed training programs designed to meet the needs of the different stakeholders who participate in the WC system and use the Medical Treatment Guidelines (MTGs). The training has courses for the treatment of injuries and illnesses for the the updated Mid and Low Back, Neck, Shoulder, Knee and Non-Acute Pain MTGs, as well as training for the new Ankle and Foot Disorders, Elbow Injuries, Hand, Wrist and Forearm Injuries (including Carpal Tunnel Syndrome), Hip and Groin Disorders, Occupational Interstitial Lung Disease, Occupational/Work-Related Asthma, Post-Traumatic Stress Disorder and Acute Stress Disorder and Work-Related Depression and Depressive Disorders.

To maintain your knowledge base, we recommend that you take all the courses.

**Available Courses**

- **New**: MTG Lookup Tool overview (8-minute recorded presentation). Learn how to use the Lookup Tool, accessed via the Medical Portal login, to search the Board’s adopted Medical Treatment Guidelines by condition, treatment or test to determine whether a particular condition/treatment combination is "Recommended," "Not Recommended" or "Conditional."
- Medical professionals
- Non-medical personnel such as insurance adjusters, medical provider office staff, attorneys and licensed representatives, etc.
MTG Lookup Tool

- Available in the Medical Portal
- Helps speed treatment decisions
Transitioning to the CMS-1500 form
Transitioning to the CMS-1500 Form

PHASE 1
• Voluntary Submission

PHASE 2
• Payers mandated to accept electronic medical bills and Explanation of Benefit/Explanation of Review (EOB/EOR) transmittal

PHASE 3
• Mandatory use of CMS-1500 form
• Mandatory use of Notice of Treatment Issue/Disputed Bill (Form C-8.1B) and Notice to Health Care Provider and Injured Worker of a Carrier’s Refusal to Pay All (or a Portion of) a Medical Bill Due to Valuation Objection(s) (Form C-8.4) by providers and payer use of specific Claims Adjustment Reason Codes (CARCs)
CMS-1500 Medical Narrative Report Template and Requirements

Three mandatory elements to be included with most narratives:

- Patient’s work status
- Causal relationship of the injury to the patient’s work activities
- Temporary impairment percentage

Report template can be found at: wcb.ny.gov/CMS-1500/requirements.jsp
Providers must attach a narrative report with examination findings, including:

- The history of the injury/illness
- Any objective findings based on the clinical evaluation
- The diagnosis(es)/assessment of the patient
- Plan of care
Register: Medical Portal / Electronic Submission

- Take advantage of online services through the Medical Portal
- Register for electronic billing through an approved XML submission partner

Visit wcb.ny.gov/CMS-1500, select ‘XML Submission Partners’ and ‘Registration for XML Forms Submission’
CMS-1500 Electronic Submission

- Electronic submission through an XML submission partner will be strongly encouraged, but not required.
- When providers submit CMS-1500 forms electronically, the XML submission partner will submit to the carrier and the Board.
Form Discontinuations

As a reminder, the following forms will be discontinued when mandatory use of the CMS-1500 form begins (July 1, 2022):

- Doctor’s Initial Report (Form C-4)
- Doctor’s Progress Report (Form C-4.2)
- Doctor’s Narrative Report (Form EC-4NARR)
- Occupational/Physical Therapist’s Report (Form OT/PT-4)
- Psychologists Report (Form PS-4)

For more information, visit wcb.ny.gov/CMS-1500 or email CMS1500@wcb.ny.gov
CMS-1500 Electronic Submission Benefits

- Providers will have confirmation within seven days that their bill was accepted or rejected by the payer
- Payers typically get paid quicker
- With acknowledgement of receipt from the payer, the provider is aware that they do not need to resubmit the bill
- Technical errors are identified quickly so they may be corrected and resubmitted, instead of waiting for the payer to deny the bill

For more information, visit wcb.ny.gov/CMS-1500 or email CMS1500@wcb.ny.gov
VASTLY IMPROVING THE INJURED WORKERS' EXPERIENCE

Telehealth Update
Telehealth

- Emergency telehealth regulations in place since March 16, 2020
  - The most recent telemedicine emergency adoption was filed January 11, 2022
  - A Notice of Emergency Adoption will be published in the January 26, 2022, edition of the State Register

- Permanent telehealth regulations were proposed July 14, 2021
  - Having reviewed public comments, the Board plans to file a revised proposal soon
  - Once revised proposal is published, a new public comment period will commence; submit comments to regulations@wcb.ny.gov
Making the Board Better for Providers

As we continue to work on implementing improvements for health care providers, we’re committed to:

■ Increased communication
■ Regular engagement
Follow the Board

@NYSWorkersComp
@NYSWCB
@NYSWorkersCompBoard
youtube.com/NewYorkStateWorkersCompensationBoard
wcb.ny.gov/notify
More Information

Contact the Medical Director’s Office

**MDO HELPLINE:** (800) 781-2362

**HSCC HELPLINE:** (877) 632-4996

**EMAIL:** MedicalDirectorsOffice@wcb.ny.gov

**WEBSITE:** wcb.ny.gov *(select ‘Provider Updates’ quick link on Provider page)*
Thank you

Questions?