



## **Medical Society Physician Authorization Training**

*October 3, 2019*

*Webinar Q&A Session*

- 1. How will applications from physicians with practices in more than one county be handled?**
  - A. Physicians are instructed to submit their application to the medical society in the county of their primary practice location. A physician may apply to the medical society of any county for which a practice address has been listed on the application. The application should only be submitted to one medical society.
  
- 2. Is the 45-day timeline from the date of initial application submission, or from the time of a completed application submission?**
  - A. The electronic application has required fields. The application cannot be submitted unless all the required fields have been completed. Therefore, only completed applications can be submitted. The 45-day timeline starts when the completed application is submitted.
  
- 3. Does the county have Medical Portal access to view applications online?**
  - A. Medical Portal access is not required to review applications for Board authorization. The completed applications will be automatically sent to the email address provided to the Board by the medical society. All work associated with the applications must be done within email.
  
- 4. Can applications be signed digitally? Or must they be signed and scanned?**
  - A. To access the application for authorization, the physician must access the Board's Medical Portal using their NY.gov ID credentials. The credentials serve as the authentication process for submission of the application. Therefore, the application does not have to be digitally signed or signed and scanned.
  
- 5. We now have a chair that reviews (MD) applications; will that be the same person that approves the application?**
  - A. The medical societies may continue to use whatever process is currently in place.



## Workers' Compensation Board

- 6. If the medical society does not review/process the application within 45 days, will the Workers' Compensation Board make the decision instead of the medical society?**
  - A. The Board makes the decision based on the recommendation from the medical society. If no recommendation is provided by the medical society, the Board will make the decision absent a timely medical society's recommendation.
  
- 7. What if a physician does not supply or provide some of the required docs?**
  - A. If the application does not contain the required attachments, the review entity may reach out to the submitter and get the required documentation, or recommend denial based on the lack of required documentation. If the reviewer does obtain additional documentation, that documentation can be attached to the application by the reviewer.
  
- 8. If a physician selects a box and does not attach documents, does that mean it is an incomplete application?**
  - A. If a physician does not submit required attachments, his/her application may be denied as being incomplete, or the reviewer may reach out to the physician and request the missing documentation.
  
- 9. What if a corporation (such as CityMed) posts a different registration address?**
  - A. The application allows for provision of multiple addresses, including mailing address, practice address (multiple allowed) and contact address.
  
- 10. How does the county medical society collect their fee for the application?**
  - A. Consistent with current procedures, the Board is not involved in the fee process that may be associated with the medical society review of the applications. That is strictly between the medical society and the physician requesting authorization.
  
- 11. Are NYS registration certificates no longer required?**
  - A. The registration certificate is the physician's state license and is not a required attachment.
  
- 12. Once a medical society processes the application and the reviewing medical society physician signs off, how can the application be passed on to another person?**
  - A. After the medical society completes their review, the application gets submitted directly to the Board; it does not go back to either the submitting physician or the reviewing medical society physician submitting physician for sign off.



## Workers' Compensation Board

**13. Can we download the application?**

- A. The application is an attachment to the email that is sent to the designated email box. As such, it can be saved and/or printed if necessary.

**14. Will there be a disclaimer or notice anywhere on the authorization application that a fee is involved?**

- A. The Board's website will continue to carry this notice: "Be advised that the medical society to which you submit your application may charge a fee to process your application." The medical society should utilize whatever operational workflow works best for them for the collection of fees. As previously stated, the Board is not involved in the fee process.

**15. If the applicant does not pay the fee, and thus the medical society does not process the application, the application will nonetheless be forwarded after 45 days without any indication of this nonpayment? So, there is no penalty?**

- A. After 45 days, if the medical society does not act on the form, no matter the reason, it will automatically be routed to the Board for action.

**16. We often receive applications that should have been sent to another medical society. Can we forward the application to another medical society so that the other medical society will be able to submit the application?**

- A. If the medical society wishes to have the review done by a medical society other than that designated by the physician, the application can be forwarded. Please be aware that the 45-day clock begins with the submission by the physician and the clock does not re-start with the transfer of an application. The forwarding medical society should notify the submitting physician that their application has been submitted to "x" medical society.

**17. Could there be a way of asking for additional time?**

- A. All activity associated with the review of the submitted application must be within 45 days of submission by the physician.



## **Workers' Compensation Board**

**18. Does the reviewing physician have to be the one entering the medical society website submission, or can a staff person do it?**

- A. The medical society may use their existing process, or any other operational process that best suits their needs. However, response must be submitted via the Board's electronic application.

**19. If the physician does not pay in 45 days, you will still process their application?**

- A. After the Board receives the application, whether it's within the 45 days with a recommendation from the medical society, or after the 45 days due to no response by the medical society, the Board will review the application and the medical society's recommendations (if submitted) and make a final determination on authorization status.

**20. How will this new online process to apply for Board authorization be shared with physicians?**

- A. Collaboration with the medical societies, direct physician outreach and notification on the Board's website will be the mechanisms for communicating information about the new application process.

**21. Can we note "nonpayment" as a reason for rejection?**

- A. Medical societies can include free text comments to provide context for their recommendation.

**22. We have multiple applications submitted on behalf of different doctors by large practices. Will they have to do it individually?**

- A. At this point, request for Board authorization is a single physician submitting a single application.

**23. If an application is rejected, does it mean the physician will have to go in and restart with a new application?**

- A. If the Board fails to grant authorization and the physician wants to again seek authorization at some point in the future, the physician would need to submit a new application.



## **Workers' Compensation Board**

**24. In reference to hospitals submitting for multiple physicians, will the Board be sending those to the medical societies as well?**

A. All physician applications submitted through this new electronic process will be submitted to the medical society designated by the requesting physician.

**25. Is there not a way to cut down the time required for a physician to re-apply by permitting resubmission of the original application?**

A. Not at this point.

**26. Will all applications that are not recommended by the medical society need re-application?**

A. Applications "not recommended" by the medical society are forwarded to the Board for review and final determination of authorization status.

**27. Should medical societies keep a copy of applications after sending to the Board?**

A. The medical society may use whatever processes currently utilized related to retention of applications submitted for Board authorization.

**28. Once a physician completes the training required for authorization, can an administrative person continue the process and complete the application process?**

A. In that the physician's credentials are utilized to access the medical portal and the application process, and the physician must attest to several items as part of the application process, the physician should be completing and submitting the application.