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

- TREAT
- INITIAL DISABILITY
- PERMANENCY
## Expanded Provider Law: Physical Therapists

<table>
<thead>
<tr>
<th>Provider Type</th>
<th>New for Jan. 1, 2020</th>
<th>Treat</th>
<th>Initial C/R and diagnosis</th>
<th>Initial Disability</th>
<th>Ongoing Disability</th>
<th>Permanency</th>
<th>Depositions</th>
<th>*Pre-Auth &amp; Variance Requests</th>
<th>IMEs</th>
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<tr>
<td>Physical Therapists</td>
<td>Become Authorized</td>
<td>YES</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
</tr>
</tbody>
</table>
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
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 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:
  - Limited Release
    - Phase 1: Spring of 2021
  - eClaims EDI R3.1
    - Phase 2: Mid 2021
  - OnBoard
    - Phase 3: Mid 2023
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:**

<table>
<thead>
<tr>
<th>New PAR Name</th>
<th>Old PAR Name</th>
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</thead>
<tbody>
<tr>
<td>Confirmation*</td>
<td>Previously done using the <em>Attending Doctor’s Request for Optional Prior Approval and Carrier’s/Employer’s Response</em> [Form MG-1]</td>
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<tr>
<td>Variance</td>
<td>Previously done using the <em>Attending Doctor’s Request for Approval of Variance and Carrier’s Response</em> [Form MG-2]</td>
</tr>
<tr>
<td>Special Services</td>
<td>Includes the 12 requests related to the Medical Treatment Guideline (MTGs) previously done using the Attending Doctor’s Request for Authorization and Carrier’s Response [Form C-4 AUTH]</td>
</tr>
<tr>
<td>Non-MTG Treatment Costing More Than $1,000</td>
<td>Previously done using Form C-4 AUTH</td>
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</tbody>
</table>

*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
PRIOR AUTHORIZATION

- MG-1
- MG-2
- C-4 Auth
- DME Prior Auth
- Formulary Prior Auth (Phase 2)
- Non-MTG Body Parts
- Special Services
- Medical Marijuana
- Non-Formulary Medications
- Non-Fee Schedule Items
- Optional Prior Approval
- Medical Treatment Variance Request
Medical Portal Homepage
### Physical Therapist Dashboard

**Physical Therapist Forms Queue**

**Physical Therapist Enters PAR Info**

**Physical Therapist Completes PAR**

**Insurer Responds**

**Physical Therapist Views, Responds or Escalates**

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**ONBOARD**

**Downloads**

**My Profile**

**Submit an eForm**

**Medical Treatment Portal**

### Home

<table>
<thead>
<tr>
<th>My Tasks</th>
<th>Prior Authorizations</th>
<th>Draft eForms</th>
<th>Submitted eForms</th>
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<td>□ Patient DOB</td>
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PAR Submission Process

Physical Therapist Enters PAR Info

Physical Therapist Completes PAR

Insurer Responds

Physical Therapist Views, Responds or Escalates
PAR Submission Process

Physical Therapist Forms Queue

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Physical Therapist Views, Responds or Escalates
PAR Submission Process

*Multiple requests can be made for the same 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

Physical Therapist Enters PAR Info

Physical Therapist Completes PAR

Insurer Responds

Physical Therapist Views, Responds or Escalates
### My Dashboard

#### Draft eForms

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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.
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 than $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](http://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](http://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.
Thank you.