

# OnBoard: Limited Release

## What claimant attorneys need to know

### What is OnBoard?

OnBoard is a new, online business information system that the New York State Workers' Compensation Board (Board) is building from the ground up. OnBoard will eventually replace the Board's legacy paper-based claims systems, such as eCase, with a single, web-based platform, providing stakeholders with increased accuracy, paperless transactions and a user-friendly interface for interacting with the Board. OnBoard will be a better system for a better Board.

### What is OnBoard: Limited Release?

OnBoard: Limited Release is the first phase of OnBoard, designed to move several key processes for health care providers and insurers from paper to online as soon as possible. This includes the prior authorization request (PAR) process for treatment that falls outside of the Workers' Compensation Board's *New York Medical Treatment Guidelines (MTGs)* and other variances, as well as the submission of *Request for Decision on Unpaid Medical Bill(s) (Form HP-1.0)*.

### What PARs will be included?

PAR TYPE	REQUEST TYPE	MANDATORY TIME FRAME FOR INSURER RESPONSE
<b>MTG Confirmation</b>	Requests previously done using the <i>Attending Doctor's Request for Optional Prior Approval and Carrier's/Employer's Response (Form MG-1)</i> .	Eight business days
<b>MTG Variance</b>	Requests previously done using the <i>Attending Doctor's Request for Approval of Variance and Carrier's Response (Form MG-2)</i> .	15/30 calendar days in accordance with GCL* Insurers must respond within 15 calendar days of receipt of a request from a health care provider. If an insurer decides to request an independent medical examination (IME) or a review of records, it must notify the Chair within five business days of such decision and respond within 30 calendar days of receipt of the request.
<b>MTG Special Services</b>	MTG-related requests previously done using the <i>Attending Doctor's Request for Authorization and Carrier's Response (Form C-4 AUTH)</i> .	15/30 calendar days in accordance with GCL* Insurers must respond within 15 calendar days of receipt of a request from a health care provider. If an insurer decides to request an IME or a review of records, it must notify the Chair within five business days of such decision and respond within 30 calendar days of receipt of the request.
<b>Non-MTG Over \$1,000</b>	Requests for treatment costing over \$1,000 for non-MTG body parts previously done using the <i>Form C-4 AUTH</i> .	30 calendar days in accordance with GCL*
<b>Non-MTG Under or = \$1,000 (new)</b>	Requests for treatment costing \$1,000 or less for non-MTG body parts.	Eight business days
<b>Medication</b>	Medication requests, including medical marijuana (replacing the current <i>New York Workers' Compensation Drug Formulary [Drug Formulary]</i> prior authorization request process).	Four calendar days
<b>Durable Medical Equipment (new)</b>	Requests in accordance with the new <i>Official New York Workers' Compensation Durable Medical Equipment (DME) Fee Schedule</i> .	Four calendar days in accordance with GCL*

\*General Construction Law (GCL) 25a states: "When any period of time, computed from a certain day, within which or after which or before which an act is authorized or required to be done, ends on a Saturday, Sunday or a public holiday, such act may be done on the next succeeding business day..."



## What is changing that claimant attorneys should know?

- Although attorneys will not be users of OnBoard: Limited Release, all documents, including PAR and *Drug Formulary* submission documents in OnBoard: Limited Release, will be saved to the case folder in eCase.
- Claimant attorneys will be able to receive emails alerting them of most actions and directing them to review the document in eCase. To receive these emails, the attorney (or their firm) must be assigned an R-Number, have an email address in their profile, and be on notice to the claim for which the PAR is filed at the time the health care provider submits the initial PAR. Claimant attorneys should check with their eCase administrator to ensure that they have a profile and that it is up to date. For more information, visit: [wcb.ny.gov/content/ebiz/ecase/administrators.jsp](http://wcb.ny.gov/content/ebiz/ecase/administrators.jsp).
- *Orders of the Chair* may be generated automatically if the insurer fails to respond within the designated time frame. This will greatly reduce the need for claimants and claimant attorneys to track and follow up on *Orders of the Chair*.
- Claimant attorneys can submit a *Request for Further Action by Legal Counsel (Form RFA-1LC)*, but they must use the existing paper or electronic form. The *Form RFA-1LC* process will remain the same as it is today and is not part of OnBoard: Limited Release. They can submit a *Form RFA-1LC* for the following:
  - To request review by Adjudication after a “Denial” by the insurer for “Administrative,” “No Jurisdiction,” or “Independent Medical Examination Scheduling” reasons for the following PAR types:
    - DME
    - MTG Confirmation
    - MTG Variance
    - MTG Special Services
    - Non-MTG Over \$1,000
    - Non-MTG Under or = \$1,000

- To request review by Adjudication after a “Grant in Part” or “Denial” by the insurer for medical reasons that is supported by an independent medical examination for these PAR types:
  - MTG Variance
  - MTG Special Services
- To request review by Adjudication after a Level 3/ Medical Director’s Office response for these PAR types:
  - Medication
  - DME
  - MTG Variance
  - MTG Special Services

## What should claimant attorneys do now to prepare?

You should register for eCase, if you are not already registered. All documents, including PAR and *Drug Formulary* submissions, will be placed in eCase. If an attorney is assigned an R Number, has an email address in their profile and is associated/on notice to the claim on which the PAR is filed, they will receive an email alerting them of most actions, and directing them to review the document in eCase.

To register for eCase, go to [wcb.ny.gov](http://wcb.ny.gov) and select the eCase icon on the home page.

## How can claimant attorneys learn more about OnBoard?

- Attend upcoming OnBoard: Limited Release webinars for attorneys. Register at [wcb.ny.gov/webinars](http://wcb.ny.gov/webinars).
- Visit [wcb.ny.gov/onboard](http://wcb.ny.gov/onboard) to stay informed — find information for claimant attorneys, an Introduction to OnBoard video, webinar recordings, project timeline, and FAQs.
- Subscribe to receive OnBoard-related news straight to your inbox at [wcb.ny.gov/onboard/#get-involved](http://wcb.ny.gov/onboard/#get-involved).
- Email [OnBoard@wcb.ny.gov](mailto:OnBoard@wcb.ny.gov) with general questions about OnBoard.

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Sign up for WCB Notifications at: [wcb.ny.gov/Notify](http://wcb.ny.gov/Notify)

## WCB.NY.GOV/ONBOARD

The New York State Workers’ Compensation Board protects the rights of employees and employers by ensuring the proper delivery of benefits and by promoting compliance with the law. To learn more about the Workers’ Compensation Board, visit [wcb.ny.gov](http://wcb.ny.gov).



Workers’ Compensation Board