

## OnBoard: Limited Release

### What DME suppliers 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 new prior authorization request (PAR) process for requesting durable medical equipment in accordance with the new *Official New York Workers' Compensation Durable Medical Equipment (DME) Fee Schedule*, as well as the submission of *Request for Decision on Unpaid Medical Bill(s) (Form HP-1.0)*.

#### What do DME suppliers need to know about the PAR process?

- To use the new DME PAR type included in OnBoard: Limited Release, the Board adopted the *DME Fee Schedule* for health care providers to use when prescribing DME items to injured workers. The new *DME Fee Schedule* will go into effect when OnBoard: Limited Release is implemented.
- Some items on the *DME Fee Schedule* require prior authorization and are marked as "PAR"; the provider will need to request prior authorization for these items. Any item not on the *DME Fee Schedule* also requires prior authorization by the provider. DME suppliers are not able to request prior authorization.

- Most items on the *DME Fee Schedule* will have a fixed price. If the item does not have an associated price and requires prior authorization, the provider will need to provide an estimated price for the item. If the insurer does not approve the item for the provider-estimated price, the insurer is required to provide two locations within a specific distance from the injured worker's home or workplace where the item can be obtained for the insurer-approved price. For full details, see the *DME Fee Schedule regulations* on the Board's website.
- Insurers have four calendar days to respond to a DME PAR, 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 do DME suppliers need to know about the process for raising billing disputes?

- DME suppliers will now raise billing disputes by submitting the *Form HP-1.0* online, ensuring accuracy and timely receipt. Access to OnBoard: Limited Release will be via the Workers' Compensation Board's Medical Portal. DME suppliers will need to request access to the Medical Portal as a medical supplier to submit *Form HP-1.0*. Note: For now, DME suppliers will continue to receive insurer responses by mail, and the objection and judgement processes will remain paper based.



### What should DME suppliers do now to prepare?

- If a DME supplier has not done so already, they should request access to the Medical Portal to assign user and online administrator roles, and receive a NY.Gov user ID and password. The NY.Gov credentials will be used to log into the Medical Portal. View the registration instruction [guide](#) and [video](#) for medical suppliers to learn more.
- Modify current processes to align with the new online submission of *Form HP-1.0*.
- Begin planning for staff training and administrative support. The Board will be publishing training materials in the future to support the rollout of the new system.
- Sign up to receive OnBoard: Limited Release updates at [wcb.ny.gov/onboard/#get-involved](http://wcb.ny.gov/onboard/#get-involved).

### How can DME suppliers register?

DME suppliers should request access to the Medical Portal now if they have not done so already. If a DME supplier already has access to the Medical Portal, their online (user) administrator should ensure all delegated users are added in preparation of OnBoard: Limited Release.

To learn more about assigning delegated users and requesting access as a medical supplier, visit the Medical Portal information page ([wcb.ny.gov/medicalportal/](http://wcb.ny.gov/medicalportal/)), then select the **Access and Administration** links under **Medical Suppliers**.

### How can DME suppliers learn more about OnBoard?

- View the registration instruction [guide](#) and [video](#) for medical suppliers.
- Attend the regular webinars for health care providers and medical suppliers. 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 DME suppliers, an Introduction to OnBoard video, webinar recordings, project timeline, and FAQs.
- Subscribe to receive updates about OnBoard: Limited Release access and other 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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### 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).



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