

OnBoard: Limited Release

What health care providers 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 |
|---|---|--|
| MTG Confirmation | 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 |
| MTG Variance | 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. |
| MTG Special Services | 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. |
| Non-MTG Over \$1,000 | 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* |
| Non-MTG Under or = \$1,000 (new) | Requests for treatment costing \$1,000 or less for non-MTG body parts. | Eight business days |
| Medication | 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 |
| Durable Medical Equipment (new) | 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 health care providers should know?

- PARs are going paperless; faxes will no longer be used.
- Health care providers will have an easy-to-use dashboard for checking PAR status and any required actions.
- The system will send PAR status updates via email.
- Health care providers will now raise billing disputes by submitting *Form HP-1.0* online, ensuring accuracy and timely receipt. *Note:* For now, health care providers will continue to receive insurer responses by mail, and the objection and judgement processes will remain paper based.
- The MTG Confirmation PAR, which replaces the *Form MG-1* process, will be optional for health care providers, but mandatory for insurers. All other PAR types will also require an insurer response.

What should health care providers do now to prepare?

- Review existing optional prior approval and variance request processes (*Form MG-1* and *Form MG-2*) to identify potential impacts.
- Modify current processes to align with the new system, particularly the PAR dashboard and PAR email notifications, which alert insurers of important PAR status updates.
- 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.

How can health care providers register?

All online user administrators who currently have access to the Medical Portal will automatically be granted access to a new online administrator function in OnBoard: Limited Release. This will enable health care providers to add delegated users to assist the health care provider with the drafting of PARs and *Form HP-1.0* submissions. The health care provider (administrator) will use their Medical Portal login credentials to access OnBoard: Limited Release.

Health care providers whose specialty is not listed in the **Who Can Do What in the Medical Portal** table and who need access to OnBoard: Limited Release to submit *Form HP-1.0* will need to request access to the Medical Portal as a medical supplier. To view the table, go to the **Medical Portal** information page (wcb.ny.gov/medicalportal/), then select **Overview** under Health Care Providers.

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

How can health care providers learn more about OnBoard?

- Attend the upcoming OnBoard: Limited Release webinars for health care providers at wcb.ny.gov/webinars.
- Visit wcb.ny.gov/onboard to stay informed — find information for health care providers, 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.
- Email OnBoard@wcb.ny.gov with general questions about OnBoard.