

OnBoard: Limited Release

What insurer 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
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 insurer 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 injured workers' case folder in eCase.
- ▶ PARs will be assigned to the insurer's claim administrator or, if there is more than one, the claim administrator who made the most recent First or Subsequent Report of Injury (FROI/SROI) filing for the claim. Claim administrators can also assign users access to PARs.
- ▶ If there are no FROI/SROI filings, then the Board will assign the PAR to one of the insurer's claim administrators, who must respond.
- ▶ PARs cannot be reassigned among claim administrators.
- ▶ Failure to respond timely may result in an *Order of the Chair*. *Orders of the Chair* may be generated automatically if the insurer fails to respond within the designated time frame. *Orders of the Chair* are final, may include a penalty and cannot be objected to.

What should insurer 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.

To register for eCase, go to wcb.ny.gov and select the eCase icon on the home page.

How can insurer attorneys learn more about OnBoard?

- ▶ Attend upcoming OnBoard: Limited Release webinars for attorneys at wcb.ny.gov/webinars.
- ▶ Visit wcb.ny.gov/onboard to stay informed — find information for insurer 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.
- ▶ Email OnBoard@wcb.ny.gov with general questions about OnBoard.

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