

OnBoard: Limited Release

What insurers 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 insurers should know?

- ▶ PARs are going paperless; faxes will no longer be used.
- ▶ Insurers are required to respond to all PAR submissions. This includes the MTG Confirmation PAR (formerly the *Form MG-1* process, which was optional for insurers).
- ▶ Health care providers will now raise billing disputes by submitting *Form HP-1.0* online, ensuring accuracy and timely receipt. Note: For now, the processing of *Form HP-1.0* after submission will remain the same.
- ▶ OnBoard's easy-to-use dashboard will accelerate case status notification.
- ▶ The system will send PAR status updates via email.
- ▶ Insurers will now provide the email address for their pharmacy benefit manager or other party responsible for informing the pharmacy of the approval or denial of a Medication PAR — allowing for all medication-related decisions to be automatically sent to the appropriate party.

What should insurers 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.
- ▶ Review the **roles** within OnBoard: Limited Release and the **online administration** instructions for these roles by visiting the **Medical Portal** information page (wcb.ny.gov/medicalportal/), then selecting **Access and Administration** under Payers.
- ▶ Sign up to receive OnBoard: Limited Release updates at wcb.ny.gov/onboard/#get-involved.

How can insurers register?

Payers (insurer, self-insured employer, or third-party administrator): Claim administrator access is granted using organizational profiles based on eClaims trading partner information. The payer is ultimately responsible for the review of PARs.

Medical Review Organization (MRO): A payer may designate an MRO to review their PARs; however, the medical review organization must first complete the online **MRO Medical Portal registration** process.

Pharmacy Benefit Manager (PBM): PBMs may be designated by the payer to review Level 1 Medication PARs. The PBM must complete the online **PBM Medical Portal registration** process prior to a payer designating them as the reviewer. PBMs with access to the current Drug Formulary application in the Medical Portal will be able to transition smoothly to OnBoard: Limited Release. Their login credentials and existing designations will automatically transfer to OnBoard: Limited Release, removing the need to register again and reassign reviewers to their roles.

To register an MRO or PBM, go to the **Medical Portal** information page (wcb.ny.gov/medicalportal/), then select **Access and Administration** under Payers.

How can insurers learn more about OnBoard?

- ▶ Attend upcoming OnBoard: Limited Release webinars for insurers at wcb.ny.gov/webinars.
- ▶ Visit wcb.ny.gov/onboard to stay informed — find information for insurers, 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.