



**Workers'
Compensation
Board**

January 14, 2020

The Business Information System (BIS) Project



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Chair
New York State
Workers' Compensation Board

Welcome to
today's webinar.

AGENDA

01



Business Information System (BIS) Project Overview

Mary Beth Woods, Executive Director

02



BIS Project: A Paperless Initiative

Timothy Purcell, Project Director

03



Project Approach

Angela Mahoney, Project Manager

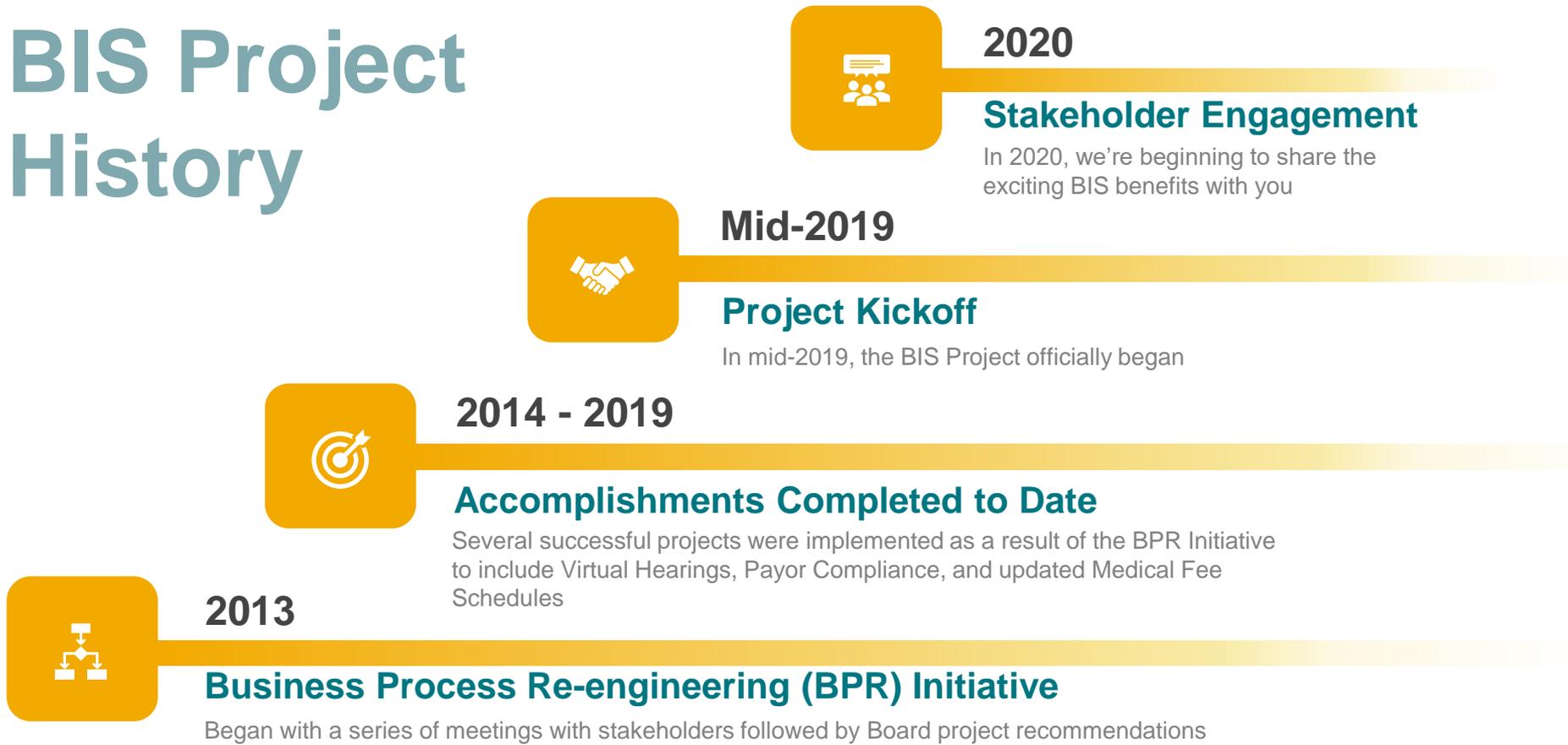
Business Information System (BIS) Project Overview

Mary Beth Woods, Executive Director



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BIS Project History



BIS Project: A Paperless Initiative

Timothy Purcell, BIS Project Director



**Workers'
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Board**

Current State



**Paper-based
Legacy Systems**



Minimal Data Capture



**Restricted Access
to Quality Care**



**Inefficient Process
and Procedures**

BIS Project Outcomes



Intuitive, User-Friendly System



Paperless



Accuracy & Quality

Benefits

Injured Workers

- 24/7 direct access to your claim status
- Instant and convenient way to submit required documentation
- Confirmation submitted documents were received
- Workers will still have option of paper submission



Attorneys/Licensed Representatives

- 24/7 direct access to client's claim status
- Less time preparing forms
- Confirmation that your client's information was received



Employers

- 24/7 direct access to real-time claim status
- Save money by transmitting data electronically
- Save money resending documentation



Benefits

Health Care Providers

- 24/7 direct access to real-time claim status
- Quickly submit required documentation
- Save time resending forms



Payers

- 24/7 direct access to real-time claim status
- Faster, more efficient transactions
- Multiple options for electronic submittals including API integration with Payer computer systems and workflows



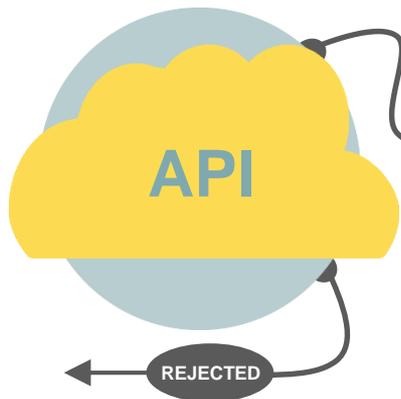
Submissions: Future State

The screenshot displays a tablet interface for the NYS Workers' Compensation Board. At the top, there is a navigation bar with the board's logo, a 'Submit a Filing' dropdown menu, a notification bell, and the user's name 'Jonathan Brown'. Below this, the page title is 'Dashboard > Request for Action'. A prominent red text overlay reads 'For Illustrative Purposes Only'. A progress bar shows four steps: 1. Confirm Address (highlighted), 2. Compensation Details, 3. Medical Details, and 4. Attachments. The 'Confirm Address' section contains the following fields: 'Employer Legal Name' (text input), 'FEIN *' (text input, with 'FEIN' below it), 'Physical Address Postal Code *' (text input, with 'Physical Address Postal Code' below it), 'Address 1 *' (text input, with 'Address 1' below it), 'Address 2' (text input, with 'Address 2' below it), 'Postal Code *' (text input, with 'Postal Code' below it), 'City *' (text input, with 'City' below it), 'Country' (text input, with 'Country' below it), and 'State Province *' (dropdown menu, with 'United States' selected). At the bottom of the form are three buttons: 'Next' (yellow), 'Save as Draft', and 'Cancel'.

- Information is entered into required fields
- Additional files can be uploaded as needed
- Data validation allows for immediate corrections
- Output is determined using the information entered
- Upon successful completion, information is added to the Case File



Workers' Compensation Board



eForm information submitted

Real time data validation occurs

Information is automatically loaded into the case file

Project Approach

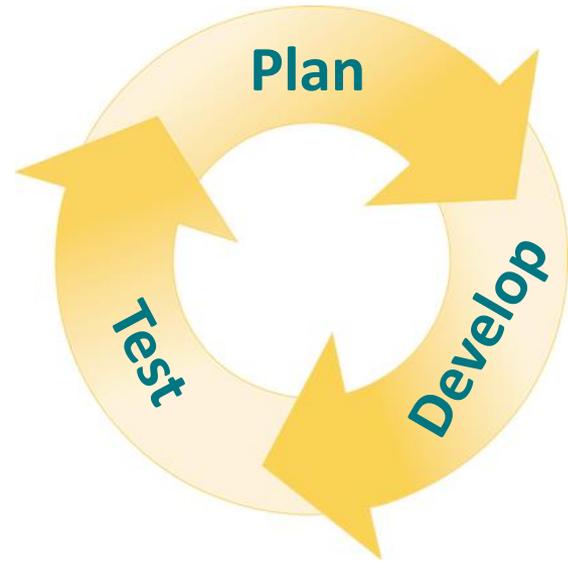
Angela Mahoney, BIS Project Manager



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The Process

- Requirements Review
- Iterative Development
- Comprehensive Testing
- Ongoing Engagement
- Transparency



Project Teams



Process Analysis

Document requirements and streamline workflow



User Experience

Designing the look and feel of the new Claims System



System Development

Early development has begun on the new system



Organizational Change Management

Preparing you for the new system

eClaims Platform Update

- Upgrading from IAIABC's Claims EDI 3.0 to 3.1 in 2021
- Notice of Intent was filed
- Claims Administrator training is being conducted in March/April 2020
- wcb.ny.gov search "eclaims" / eclaims31@wcb.ny.gov



GET INVOLVED / STAY INFORMED

Project news, engagement opportunities and register for email updates

Visit our website at wcb.ny.gov/BIS

Email BPR@wcb.ny.gov

Follow the Board on Social Media

