



**Workers'
Compensation
Board**

January 22, 2020

Business Information System (BIS) Project

Q&A Session

AGENDA

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Project Overview

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Questions?

Business Information System (BIS) Project Overview



**Workers'
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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



Frequently Asked Questions



**Workers'
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Question 1



1

When will we be able to access the new system?

We are targeting for the new system to be available at the end of 2022 - but the plan also includes the identification of opportunities for making some system components available sooner, where possible.

Question 2



2

Will injured workers automatically be given access to the new system?

Injured workers that register to use the new system can take advantage of the new electronic features including complete access to their Case File, and will be able to receive electronic notifications when new information is added. Of course, injured workers who do not wish to use the new system can continue to submit paper forms.

Question 3



3

How can stakeholders participate in testing?

The claim system modernization will involve significant testing. If you are interested in participating, please contact us at BPR@wcb.ny.gov

Question 4



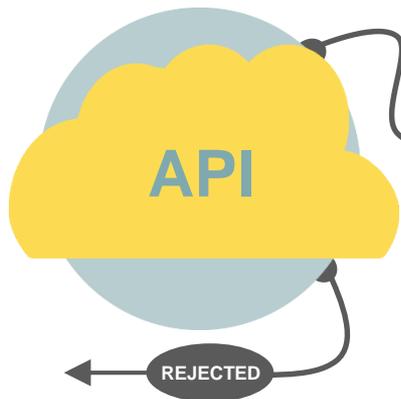
4

Will our computer system be able to talk to your system through the API?

Yes. An Application Programming Interface, or API, will be available to communicate electronically between your computer system and the Board.



Workers' Compensation Board



APPROVED

REJECTED



eForm information submitted

Real time data validation occurs

Information is automatically loaded into the case file

Question 5



5

Will medical providers be able to verify that their forms are on file with the Board?

Yes. All Parties of Interest will have access to a dashboard to view submission status and review notifications. Additional information about the dashboard will be available in the future.

Question 6



6

As an attorney, I have multiple cases with the Board - how will I be kept aware of updates?

Every user will have access to a dashboard that will provide notifications for all cases where you are a Party of Interest (POI). POIs will also be able to opt-in to receive email/text notifications.

Question 7



7

Will submission of an eForm be instant?

Yes, it is instant! The new system will process an eForm submission immediately, and includes complete eForm data validation and the return of errors back to the user.

Question 8



8

Will there be any cost for stakeholders to use the new system?

No, there is no cost to stakeholders. The solution and eForms will be browser-based and available for use by all Parties of Interest.

Question 9



9

If a payer filed an RFA through the eForm wizard, who notifies the claimant and the attorney and how?

Parties of Interest will be notified through postings to their dashboard, and will also be able to opt-in to receive system-generated emails or texts.

Question 10



10

Where can I get more information about the BIS Project?

You can visit the project website at wcb.ny.gov/BIS to stay up-to-date on project news.

Questions/comments? Email BPR@wcb.ny.gov



ANY QUESTIONS?



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