



**Workers'
Compensation
Board**



Phase Three Question and Answer Session for Health Care Providers

BETTER FOR WORKERS

New York State Workers' Compensation Board

BETTER FOR BUSINESS



Who can submit what in OnBoard?



	Request for Decision on Unpaid Medical Bill(s) (HP-1.0)	Prior Authorization Requests (PARs)						
		Medication	MTG Confirmation	MTG Variance	Non-MTG Under or = \$1000	Non-MTG Over \$1000	MTG Special Services	DME
Acupuncturist	x				x	x		
Chiropractor	x		x	x	x	x		x
Licensed Clinical Social Worker	x		x	x	x	x		
Physician	x	x	x	x	x	x	x	x
Physician Assistant	x	x	x	x	x	x		x
Nurse Practitioner	x	x	x	x	x	x	x	x
Podiatrist	x	x	x	x	x	x	x	x
Psychologists	x		x	x	x	x		
Physical Therapists	x				x	x		
Occupational Therapist	x				x	x		



What is the required time frame for PAR responses?



MTG Confirmation	Eight business days
MTG Variance	15 calendar days (extends to 30 with IME request)
MTG Special Services	15 calendar days (extends to 30 with IME request)
Non-MTG Over \$1,000	30 calendar days
Non-MTG Under or = to \$1,000	Eight business days
Medication	Four calendar days
Durable Medical Equipment	Four calendar days



What is the difference between a provider delegate and billing delegate?



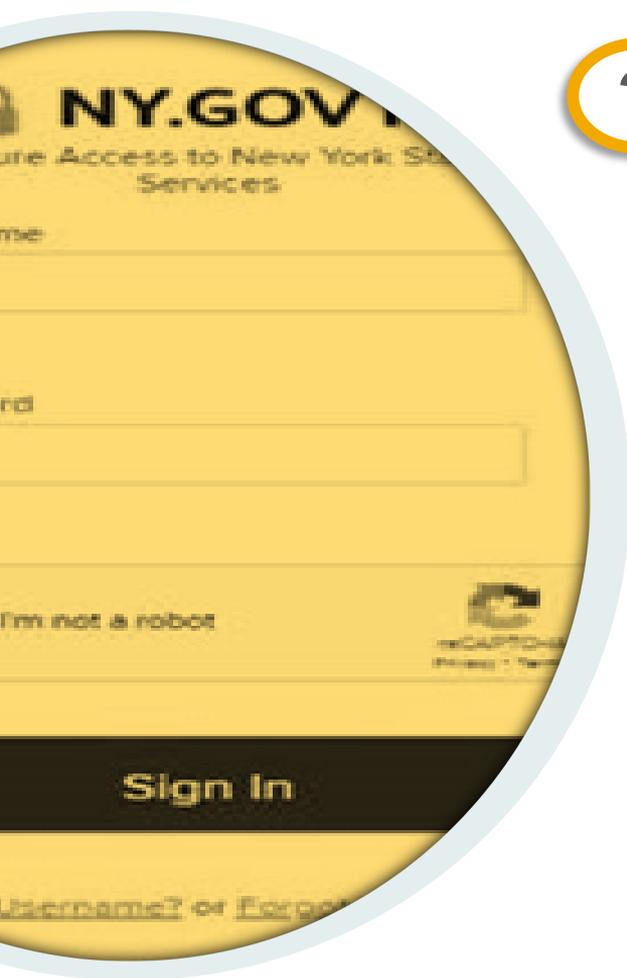
Provider delegates can draft PARs and draft and submit HP-1.0s. Billing delegates can draft and submit HP-1.0s.



Can a medical supplier (e.g., DME supplier, hospital, clinic) submit PARs?



No, medical suppliers can only submit a *Request for Decision on Unpaid Medical Bills (Form HP-1.0)* in OnBoard.



Can I create my own User ID for the Medical Portal?



No, all providers and medical suppliers must register on the Board's website. Go to the medical portal webpage and select Access and Administration. Scroll down to the sign-up button. Delegates must be added by the provider and will be sent a user ID after the request is processed by the Board. Users who create their own user ID will receive a not authorized message and will not be able to access the Medical Portal.



Will we need to know the CPT code?



The CPT code **or** the description can be entered. After entering three numbers or characters, options for selection will appear.

Enter the CPT code/description.*

Graft

-Begin Typing-

11762: Reconstruction of nail bed with graft

15040: Harvest of skin for tissue cultured skin autograft, 100 sq cm or less

15050: Pinch graft, single or multiple, to cover small ulcer, tip of digit, or other minimal open area (except on face), up to defect size 2 cm diameter

15100: Split-thickness autograft, trunk, arms, legs; first 100 sq cm or less, or 1% of body area of infants and children (except 15050)

15101: Split-thickness autograft, trunk, arms, legs; each additional 100 sq cm, or each additional 1% of body area of infants and children, or part thereof (List se...

15110: Epidermal autograft, trunk, arms, legs; first 100 sq cm or less, or 1% of body area of infants and children



How do I know if an IME has been requested?



Payers will send an IME Requested Notification in OnBoard. The PAR's due date will be extended from 15 days to 30 days. "IME Requested" will be changed to "Yes" and a new document will be generated.

IME Requested
Yes

Documents

Document ID	Form ID	Form Name	Received Date	Submitting User
DO-00-0004-327	SS-CP	PAR: MTG Special Services Insurer IME Scheduled	10/26/2021 8:43 AM	Thomas Stinson
DO-00-0004-326	SS-L1	PAR: MTG Special Services Level 1 Request	10/26/2021 8:25 AM	James Thompson

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Will an Order of the Chair generate a document in OnBoard?



Yes. The Form Name will be PAR [PAR Type] Order of the Chair. You can download or print the document directly in the documents section or you can select the Document ID to view the Order of the Chair in OnBoard.

Documents

Document ID	Form ID	Form Name	Received Date	Submitting User	On Behalf Of	Attachments	Actions
DO-00-0007-034	EC-325-MG2	PAR: MTG Variance Order of the Chair	04/22/2022 12:00 AM	System Generated		No	Download Document Print Document
DO-00-0007-019	MG2-L1	PAR: MTG Variance Level 1 Request	04/06/2022 10:16 AM	Jordan Training.Provider1	HOWARD.GIOIA	No	

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What automatically escalates to a Level 2 review?



Any Level 1 grant in part or denial for medical reasons will automatically be reviewed by the payer's Level 2 reviewer. The exception to this is Medication PARs, where any response from the Level 1 reviewer needs to be manually escalated by the health care provider to receive a Level 2 review.



Can a delegate submit the Level 3 request?



Yes, a provider's delegate can escalate a PAR for Level 3 review from the Board's Medical Director's Office.



How can a delegate draft PARs for multiple doctors within a practice?



Delegates can draft PARs for multiple providers. Each provider is required to add that delegate within their Medical Portal administration application. The delegate will be able to draft PARs or submit *Form HP-1.0* for all providers under the same user ID and password. The delegate will see all PARs they have drafted in their draft eForms queue. Individual providers will only see the PARs drafted on their behalf that they must then submit.



General Questions: OnBoard@wcb.ny.gov

Other Questions: (877) 632-4996

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