Agenda

1. OnBoard: Limited Release Recap
2. Changes for Claimant Attorneys
   1. Notifications
   2. Request for Review by Adjudication (Form RFA-1LC)
3. Frequently Asked Questions
4. Updates and What’s Next
5. Q&A
OnBoard Timeline

- Began in summer 2019.
- Identified opportunities to release system functionality early.
  - OnBoard: Limited Release
- OnBoard will be released in three phases:

<table>
<thead>
<tr>
<th>Phase</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phase 1</td>
<td>TBD</td>
</tr>
<tr>
<td>Phase 2</td>
<td>January 24, 2022</td>
</tr>
<tr>
<td>Phase 3</td>
<td>TBD</td>
</tr>
</tbody>
</table>
Digitize and streamline the PAR process for the following requests:

<table>
<thead>
<tr>
<th>New PAR Name</th>
<th>Current PAR Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>MTG Confirmation*</td>
<td>Attending Doctor’s Request for Optional Prior Approval and Carrier’s/Employer’s</td>
</tr>
<tr>
<td></td>
<td>Response (Form MG-1)</td>
</tr>
<tr>
<td>MTG Variance</td>
<td>Attending Doctor’s Request for Approval of Variance and Carrier’s Response</td>
</tr>
<tr>
<td></td>
<td>(Form MG-2)</td>
</tr>
<tr>
<td>MTG Special Services</td>
<td>Includes the 12 treatment/tests related to the Medical Treatment Guidelines (MTGs)</td>
</tr>
<tr>
<td></td>
<td>on the Attending Doctor’s Request for Authorization and Carrier’s Response (Form</td>
</tr>
<tr>
<td></td>
<td>C-4 AUTH)</td>
</tr>
<tr>
<td>Non-MTG Over $1,000</td>
<td>Includes any treatment/tests for a body part not covered by applicable MTGs costing</td>
</tr>
<tr>
<td></td>
<td>more than $1,000 Form C-4 AUTH</td>
</tr>
</tbody>
</table>

*Claim Administrators can no longer “opt out” of the process. A response to the PAR is now mandatory.
New Prior Authorization Requests in Limited Release

- Durable Medical Equipment (DME) as needed.
  - There will be a DME fee schedule that will determine if a DME requires prior authorization.
- Treatments/tests for a body part not covered by applicable MTGs and costing $1,000 or less.
- Medication.
  - Replaces current Drug Formulary Prior Authorization Request process.
  - In process and completed requests will be transferred to OnBoard: Limited Release.
Orders of the Chair

- With limited exceptions, if an Order of the Chair is generated, it will be done automatically and immediately after the insurer response timeframe ends.
- This will greatly reduce the need for claimants and their attorneys to track and follow up.
eCase Documents from OnBoard

- All PAR documents generated in OnBoard will be viewable in eCase.
Changes for Claimant Attorneys
Claimant Attorneys

- Claimant attorneys will not be users of Limited Release but can receive PAR status email notifications
- At the time of an initial PAR submission by the provider, the attorney or firm needs to have an assigned R-Number, an email address in their profile, and be on notice to the claim for which the PAR is filed to receive notifications

<table>
<thead>
<tr>
<th>Type</th>
<th>Submission</th>
<th>Response</th>
<th>OOTC</th>
<th>Escalation</th>
<th>NOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medication</td>
<td>✓</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>✓</td>
</tr>
<tr>
<td>Durable Medical Equipment</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>MTG Confirmation (MG-1)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>MTG Variance (MG-2)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>MTG Special Services</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Non-MTG Over $1,000</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Non-MTG Under $1,000</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>N/A</td>
</tr>
</tbody>
</table>
- Navigate to eCase Administrator page.
- A section will be added to provide or update your firm’s email address.
## Claimant Attorneys: Email Notifications

**Online Administrator**

List of current ID's on file for NYS Workers' Compensation Board.

Please update the email for the Notifications of Prior Authorization Requests (PARs).

<table>
<thead>
<tr>
<th>ID</th>
<th>Current Email</th>
<th>Email Should Be</th>
</tr>
</thead>
<tbody>
<tr>
<td>R999333</td>
<td><a href="mailto:testagain@test.com">testagain@test.com</a></td>
<td></td>
</tr>
</tbody>
</table>

Showing 1 to 1 of 1 entries

[Update Email] [Return to Administrator Functions Page]
Email Notification Subject Line

Structure: NYS WCB eCase – New [Form ID]: [WCB Case #]: [Claimant Name]

Example: NYS WCB eCase – New EC-325-DME: G1234567: Jane Smith
Claimant Attorneys: Request for Review by Adjudication

- Claimant attorneys will use Request for Further Action by Legal Counsel (Form RFA-1LC).
- Paper or electronic submission as currently available on the Board’s website.
**Form RFA-1LC Submissions in OnBoard: Limited Release**

<table>
<thead>
<tr>
<th>PAR Type</th>
<th>PAR Decision</th>
<th>Reason</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Durable Medical Equipment</td>
<td>Denial</td>
<td>Administrative</td>
<td>Any Time</td>
</tr>
<tr>
<td>MTG Confirmation</td>
<td></td>
<td>No Jurisdiction</td>
<td></td>
</tr>
<tr>
<td>MTG Variance</td>
<td></td>
<td>IME Scheduling</td>
<td></td>
</tr>
<tr>
<td>MTG Special Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-MTG Over $1,000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-MTG Under or = $1,000</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Form RFA-1LC Submissions in OnBoard: Limited Release

<table>
<thead>
<tr>
<th>PAR Type</th>
<th>PAR Decision</th>
<th>Reason</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>MTG Variance</td>
<td>Partial Grant</td>
<td>Medical Reasons Supported by an Independent Medical Exam (IME)</td>
<td>Any Time</td>
</tr>
<tr>
<td>MTG Special Services</td>
<td>Denial</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Health care providers will be able to request a Level 3 Medical Director’s Office review for Durable Medical Equipment, MTG Confirmation, MTG Variance and MTG Special Services through OnBoard: Limited Release. If an attorney also submits *Form RFA-1LC*, the resolution will follow the path of whichever is received first.
- *Form RFA-1LC* can be submitted after the Medical Director’s Office issues a resolution.
**Form RFA-1LC Submissions in OnBoard: Limited Release**

<table>
<thead>
<tr>
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<th>PAR Decision</th>
<th>Reason</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>MTG Variance</td>
<td>Level 3/Medical Director’s Office</td>
<td>Medical Denial or Grant In Part</td>
<td>At Any Time</td>
</tr>
<tr>
<td>MTG Special Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medication</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DME</td>
<td></td>
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- *Form RFA-1LC* can be submitted after the Medical Director’s Office issues a resolution.
Frequently Asked Questions
Who is responsible for notifying the claimant and/or their attorney of a PAR decision?

Attorneys will still have access to eCase and will receive an email notification when the insurer responds to a PAR (except for Medication PARs). As a result, the insurer no longer needs to notify the attorney - however, please note that even though the injured worker also has access to eCase and may look up decisions, it is still required that the insurer notify the injured worker even if they are represented (except for Medication PARs). The Board will also continue to notify claimants on all PAR-related Board decisions.
Is there a prescribed format for insurers to notify injured workers of PAR decisions?

No, there is no prescribed format for notifying the injured worker of the insurer’s PAR decision.
Can the insurer file a *Request for Further Action* in response to a Medical Director’s Office resolution on a variance or special services PAR?

Yes, only for variance or special services prior authorization requests.
What email address do I use to submit a comment/concern about the regulatory changes OnBoard will bring?

Please submit your comments to regulations@wcb.ny.gov.
Will there be samples of the notification emails attorneys will receive?

The body of the email will contain the following data:

- WCB Case Number
- Form ID
- Requested Date
- Received Date
- PAR Status

Full notification email examples will be distributed and posted to the website prior to use of OnBoard: Limited Release for attorney reference.
If my client is seeing an out-of-state provider, will they have to comply with the same PAR and MTG requirements as NYS providers? Will they have access to OnBoard: Limited Release?

Yes. out-of-state, non-NYS licensed providers (ie. FL, VA, etc.) can sign up for the Medical Portal today and have access to submit Drug Formulary requests. Once registered with the Medical Portal, they will have access to OnBoard: Limited Release for requests related to NYS injured workers.
Updates & What’s Next
Other Board Updates for Attorneys

- **New York Workers’ Compensation Drug Formulary (Drug Formulary) Refill Compliance**
  - New effective date for amendment regulations will coincide with the launch of OnBoard: Limited Release this summer.
  - See Subject Number 046-1408 for more information.

Reminder - OnBoard: Limited Release will include Medication PARs, and replace the current *Drug Formulary* available in the Medical Portal.
Other Board Updates for Attorneys

- **Durable Medical Equipment (DME) Fee Schedule**
  - New effective date for amendment regulations will coincide with the launch of OnBoard: Limited Release this summer.
  - See Subject Number 046-1408 for more information.
Other Board Updates for Attorneys

- **Workers’ Compensation Board’s New York Medical Treatment Guidelines**
  - Amendment proposed to 12 NYCRR 324.2 to incorporate updates to the New York Non-Acute Pain Medical Treatment Guidelines (MTGs) by reference.
  - Currently in the comment period.
  - Subject Number 046-1394: Proposed Amendment to 12 NYCRR 324.2 (Medical Treatment Guidelines).
Other Board Updates for Attorneys

- Workers’ Compensation Board’s New York Medical Treatment Guidelines (cont’d)
  - The following become effective with Limited Release:
    - Hand, Wrist and Forearm Injuries (these guidelines will replace the Carpal Tunnel MTGs)
    - Occupational/Work Related Asthma
    - Ankle and Foot Injuries
    - Elbow Injuries
    - Hip and Groin Injuries
    - Occupational Interstitial Lung Disease
    - Post-Traumatic Stress Disorder
    - Work-Related Depression and Depressive Disorders
  - Updated MTGs
    - Mid and Low Back, Neck, Shoulder and Knee
  - Coming MTGs
    - Traumatic Brain Injury
    - Eye Disorders
Reference Materials

- Fact sheet for attorneys.
- New OnBoard: Limited Release frequently asked questions for attorneys.
- OnBoard: Limited Release Webinar slides and recordings.
- wcb.ny.gov/onboard/#resources
Stay Engaged

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