



2026 WORKERS' COMPENSATION CONFERENCE

COMMEMORATING THE 25TH ANNIVERSARY OF 9/11

OCTOBER 16 — ALBANY, NY



Workers'
Compensation
Board



Workers'
Compensation
Board

ONBOARD MODERNIZATION UPDATE



THOMAS NEILES, ONBOARD PROGRAM MANAGER
TIMOTHY PURCELL, CHIEF INNOVATION OFFICER



AGENDA

- 1 OnBoard goals
- 2 Recent accomplishments
- 3 Current initiatives
- 4 What's next?



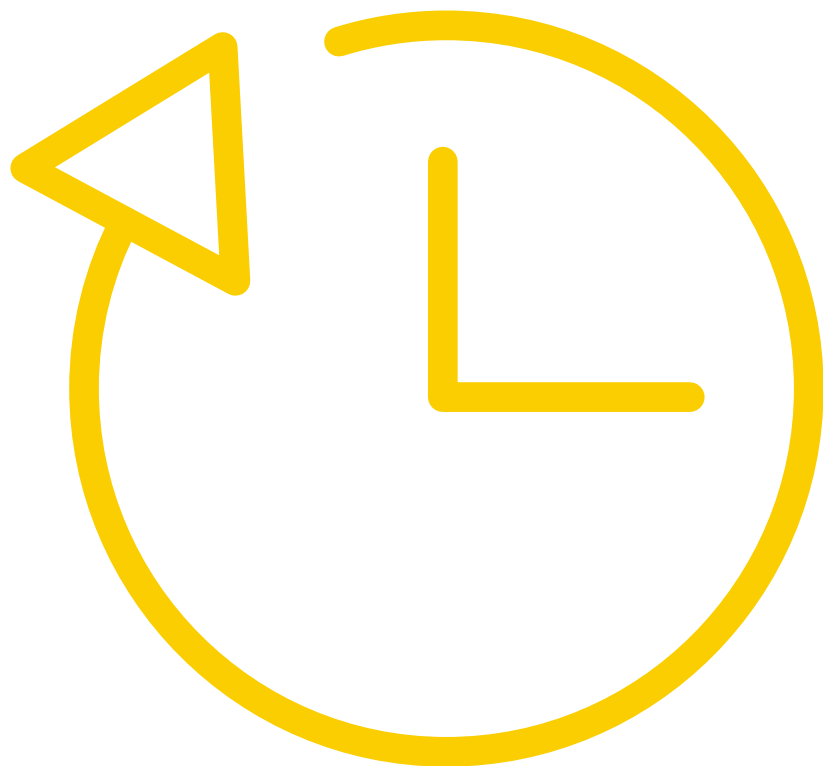


OnBoard Goals





ONBOARD PROGRAM GOALS



- **Reduce risk — stop investing time/effort in unsupported legacy technologies**
- **Increase efficiencies and quality**
 - Reduce paper submissions
 - Increase electronic data
 - Increase electronic workflows
 - Improve response times
- **Better, timely outcomes for all stakeholders**



ONBOARD MODERNIZATION JOURNEY

CURRENT STATE

- Paper-based legacy systems
- Improved but nominal data capture
- eCase limitations
- Confusing data
- Inefficient processes and procedures

CURRENT PROGRESS

- eClaims
- Virtual hearings
- OBLR PAR process
- RFA eForms

FUTURE STATE

- Increased electronic submissions, faster resolutions
- Enhanced accuracy and quality
- Expanded self-service with accurate, clear data
- User-friendly systems

MODERNIZATION STRATEGY

- Modernize through incremental projects
- Replace outdated technology, stabilize as needed
- Increase security of information
- Replace paper forms with electronic eForms and XML/API submissions
- Enhanced workflow and improve response time to stakeholders



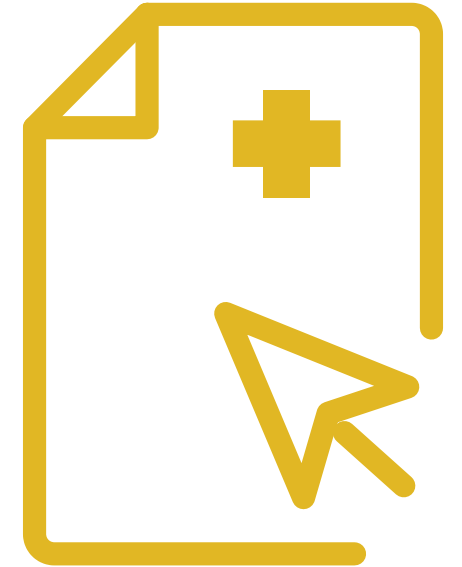


Recent Accomplishments



SUPPORT FOR PAR AND HP-1 PROCESS

- Since implementation in 2022, the OnBoard system has processed over 3.8 million prior authorization requests (PARs).
- From 2023-2025, the Board continued to enhance the system to improve efficiency and stability.
- The Board built a new staffing model to support modern platforms.
- Automating the *Request for Decision on Unpaid Medical Bill(s) (HP-1)* process and *CMS-1500* universal billing submissions has drastically reduced time to review and process.



CMS-1500 ELECTRONIC SUBMISSION MANDATED

- In August 2025, the Board implemented a new mandate for health care providers to submit the *CMS-1500* form electronically to insurers and the Board.
- Nearly 90% of submissions are now processed electronically.
- Reduced administrative burden for providers; they now work directly with submission partners to send.





Current Initiatives





NEW eFORM PLATFORM IMPLEMENTED

- *Request for Further Action by Claimant Representative (RFA-1LC) eForm* implemented in December 2024.
- *Request for Further Action by Insurer (RFA-2) eForm* implemented in April 2026.
- New! XML submission option for stakeholders to integrate eForm submission into their own IT systems.
- Enhanced data quality has decreased the hearing scheduling timeline by over 40%.
- Visible in eCase immediately upon submission.
- More to come, further reducing processing time.





ONBOARD: ELECTRONIC FILING EFFICIENCIES



Paper

Mailing and scanning	3 days
Paper arrives in CIS	2 days
Goes through Board reviews	3 days
Total processing time	8 days



eForm

Submitted via eCase	3 seconds
Placed in case folder	2 seconds
Correctly routed in CIS	3 seconds
Total processing time	<u>8 seconds</u>



eFORMS REDUCE AVERAGE TIME TO HEARING

Form	2024	2025	2026*	PERCENT DECREASE (2024 - 2026*)
RFA-1LC	67 days	37 days	32 days	52%
RFA-1LCx	49 days	36 days	35 days	29%
RFA-2	63 days	39 days	34 days	46%
RFA-2x	40 days	31 days	27 days	33%

*As of May 1, 2026



What's Next?





MODERNIZATION OF CIS & eCASE

- The next 2-3 years will be focused on replacing eCase and our internal Claims Information System (CIS).
- Improving workflow and efficiency capabilities to better position systems for more eForm submissions.
- Increasing data capture capabilities and analytical capabilities.



FUTURE ONBOARD eCASE

- Health care providers will have access to some areas of their patients' case files.
- Improved identity management — Board can review and grant access to case files quickly.
- Enhanced views of case information — simplify information presented to injured worker.



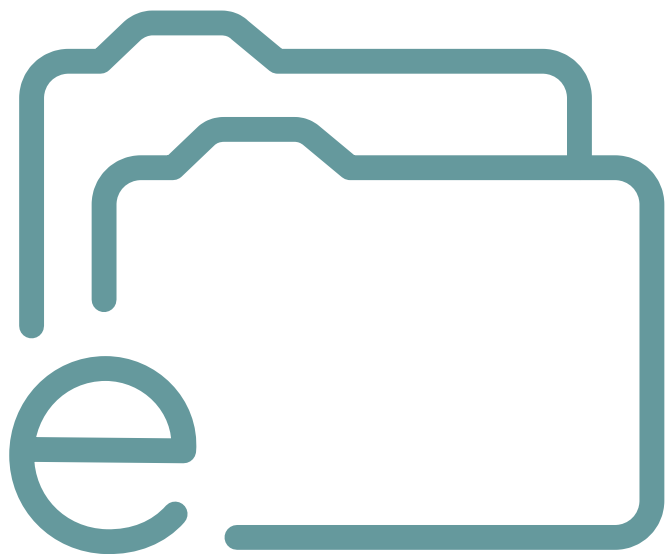
FUTURE ONBOARD eCASE (cont'd)

- Parties can download the entire case folder on demand, including hearing audio recordings.
- More case folder document upload capabilities.
- Digital Notices will be available for download in both PDF and XML, providing opportunities for organizations to expand automated workflow processing.





FUTURE ONBOARD eCASE (cont'd)



- Enhanced user management for organizations.
- User administration and POI case access roles will be separated.
- Enhanced audit logging for organizations
- All eCase users for an organization will have access to hearings report.

FUTURE ONBOARD eCASE (cont'd)

- Most users allowed to self create an NY.gov account and/or use an existing NY.gov account (DMV, Tax, etc.).
- Injured workers will only need to register once for case access. No longer required to register every time there is a new injury.





ONBOARD OUTREACH



- External outreach to increase in 2027-28:
 - Webinars
 - Email communications
 - Website updates
- Subscribe for the latest news, webinars, and training sessions:
 - **wcb.ny.gov/Notify**
 - Select the OnBoard topic



RESOURCES

WEBSITE: wcb.ny.gov/onboard

- Walkthrough of registration process
- Video tutorials
- Recorded presentations



FOLLOW THE BOARD

 [@NYSWorkersComp](https://twitter.com/NYSWorkersComp)

 [@NYSWCB](https://www.facebook.com/NYSWCB)

 [@NYSWorkersCompBoard](https://www.instagram.com/NYSWorkersCompBoard)

 youtube.com/@nyswcb

 linkedin.com/company/nyswcb

 wcb.ny.gov/Notify — to subscribe



QUESTIONS?



THANK YOU

