



Workers'
Compensation
Board

DRIVING OPERATIONAL EXCELLENCE AT THE WCB



STEVEN M. SCOTTI, WCB EXECUTIVE DIRECTOR





ONBOARD: MOVING FORWARD

INITIAL STATE

- Paper-based legacy systems
- Limited data capture
- eCase limitations
- Inefficient processes and work queues

CURRENT PROGRESS

- eClaims
- Virtual hearings
- OBLR PAR process
- RFA eForms
- CMS-1500 electronic submission mandate

FUTURE STATE

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



ELECTRONIC FILING EFFICIENCIES

PAPER

Mailing and scanning
3 DAYS

Paper arrives in CIS
2 DAYS

Goes through Board reviews
3 DAYS

Total: **8 DAYS**

eForm submitted through eCase
(mailing & scanning costs eliminated)
3 SECONDS

eForm placed in case folder
3 SECONDS

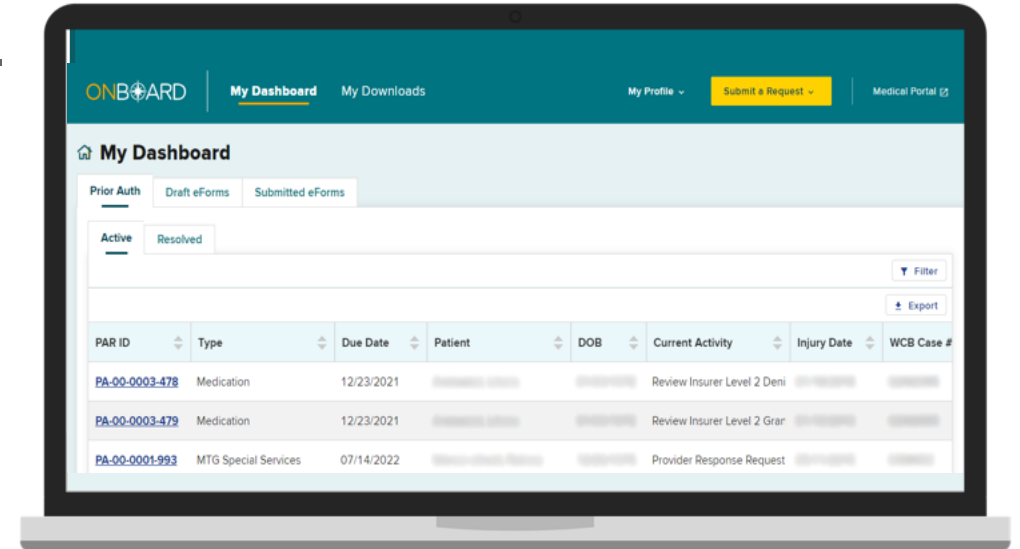
eForm correctly routed in CIS
2 SECONDS

Total: **8 SECONDS**

ELECTRONIC

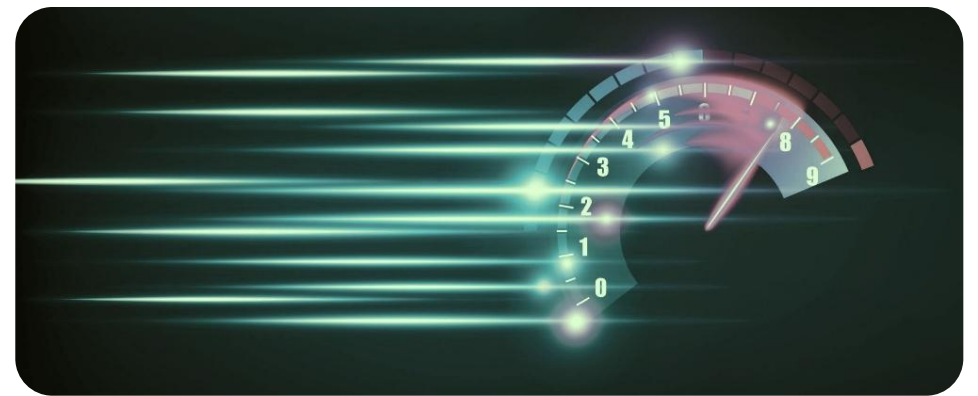
PRIOR AUTHORIZATION REQUESTS (PARs)

- Online submission for **all** medical PARs.
- Over **75 PAR** process enhancements since May 2022 rollout.
- To date: **3,800,000+ PARs** handled.
 - ~ 90% without escalation to MDO.
 - Fewer than 1% needed a hearing.
 - 95% of medication, DME, Special Services, and behavioral health PARs resolved within one day, with the remaining 5% resolved within two days.
- Authorization is **significantly expedited** in comparison to prior paper requests.



RFA-ILC AND RFA-1LC eFORMS

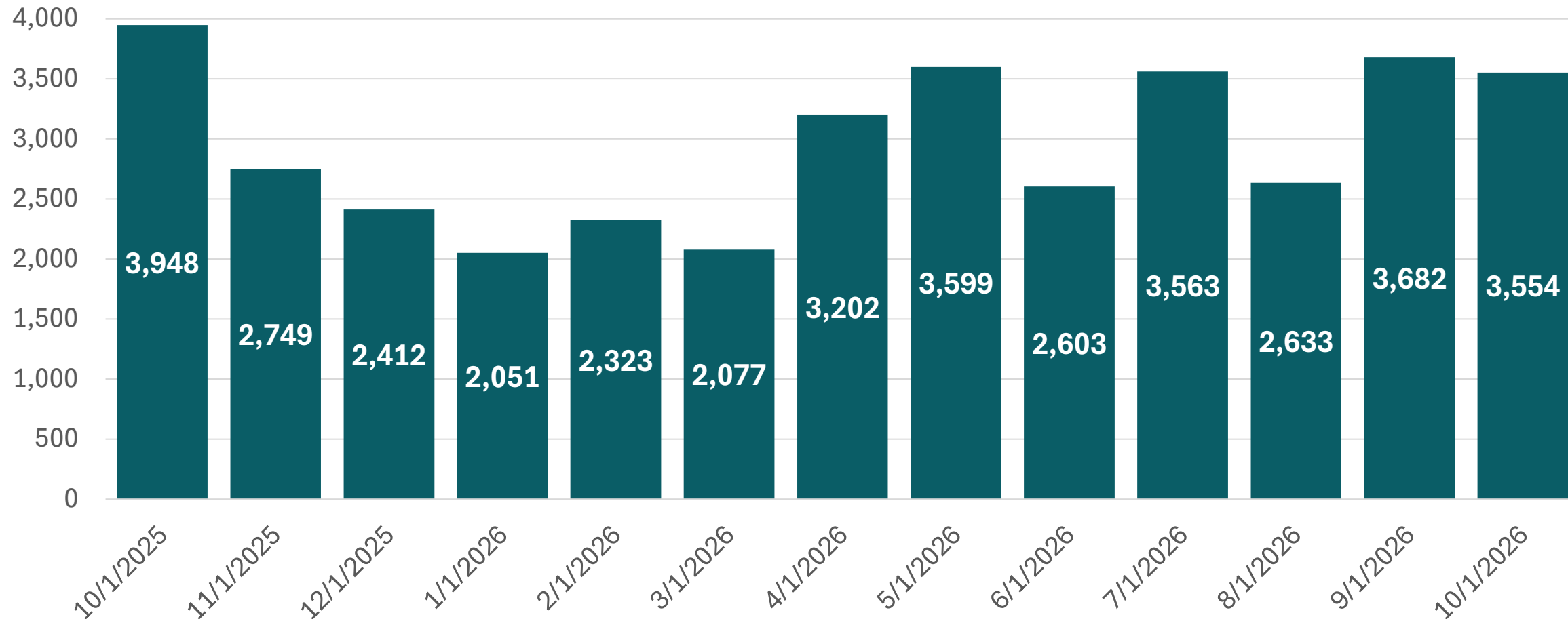
- *Electronic Request for Further Action by Legal Counsel (RFA-1LC eForm)* became mandatory on December 13, 2024.
- *Electronic Request for Further Action by Insurer/Employer (RFA-2 eForm)* became mandatory on April 3, 2026.
- RFA eForms have enabled the Board to schedule requested hearings faster than ever before. The average hearing is scheduled within 35 days or less of request.
- The Board receives and routes requests accurately within **seconds**, something that used to 8-plus days.
- Attorneys see their requests in eCase within seconds of submission.





HEARINGS

Claims Awaiting a Hearing Date (True Unsets)





AVERAGE TIME TO HEARING FROM RFA REQUEST DATE

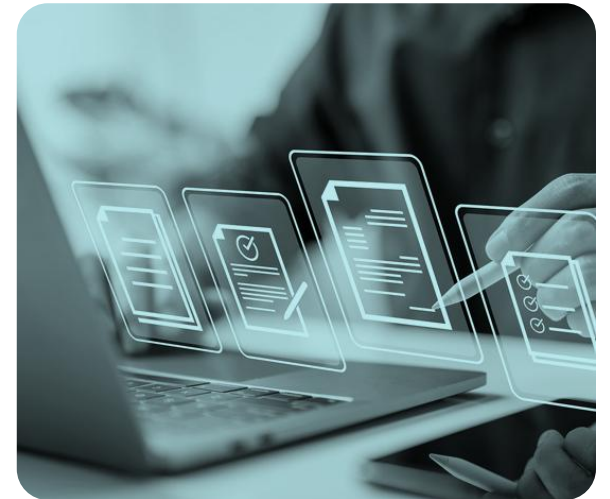
Form	2024	2025	2026*	% Decrease (from '24 – '26*)
RFA-1LC	66 days	37 days	34 days	49%
RFA-1LCx	49 days	36 days	34 days	31%
RFA-2	63 days	39 days	35 days	45%
RFA-2x	40 days	31 days	25 days	37%

*As of October 1, 2026

EXCITING eCASE FUTURE ENHANCEMENTS

For attorneys, injured workers, and payers

- Ability to download the entire case folder or specific sections of the case folder.
- Ability to upload any documents at any time for those with access.
 - Currently, only specific documents can be uploaded, and only when the claim is in hearing-set status.
- Ability to set automatic notifications when all or some document types upload to the case folder.
- Parties can download the audio hearing recordings.





EXCITING eCASE FUTURE ENHANCEMENTS (cont'd)

- Significant eCase dashboard enhancements:
 - All of the following will be captured in the dashboard with date of filing:
 - Accident/Occupational Disease Notice and Causal Relationship (ANCR)/(ODNCR)
 - Average Weekly Wage (AWW)
 - Awards
 - Carrier Continue Payments (CCP)
 - Permanency findings
 - Appeals
 - Upcoming hearings
 - ANCR will include all established consequential injuries.
 - All awards will be listed on the dashboard with date of filing.
 - Expanded Case Status with eForm requests viewable in eCase.
- Health care providers will have limited access to relevant documents.

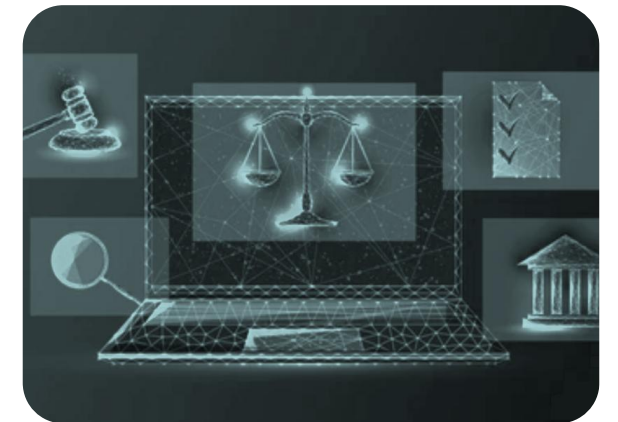
EXCITING CIS ENHANCEMENTS FOR WCB STAFF

- New Claim Information System (CIS) replaces 28-year-old legacy system with critical upgrades for WCB personnel to work more efficiently
 - New dashboards to better manage work
 - New work queues group-related work by claimant and claim, priority and date, enabling staff to address each case for greater efficiency
 - New data fields to improve data analytics for issue tracking and reports
 - Automation of data entry to minimize manual data entry
 - Statewide work items and hearing assignments for faster claim resolutions
 - Enhanced party-of-interest information
 - Automatic creation of work items when qualifying requests or filings are received, reducing manual steps



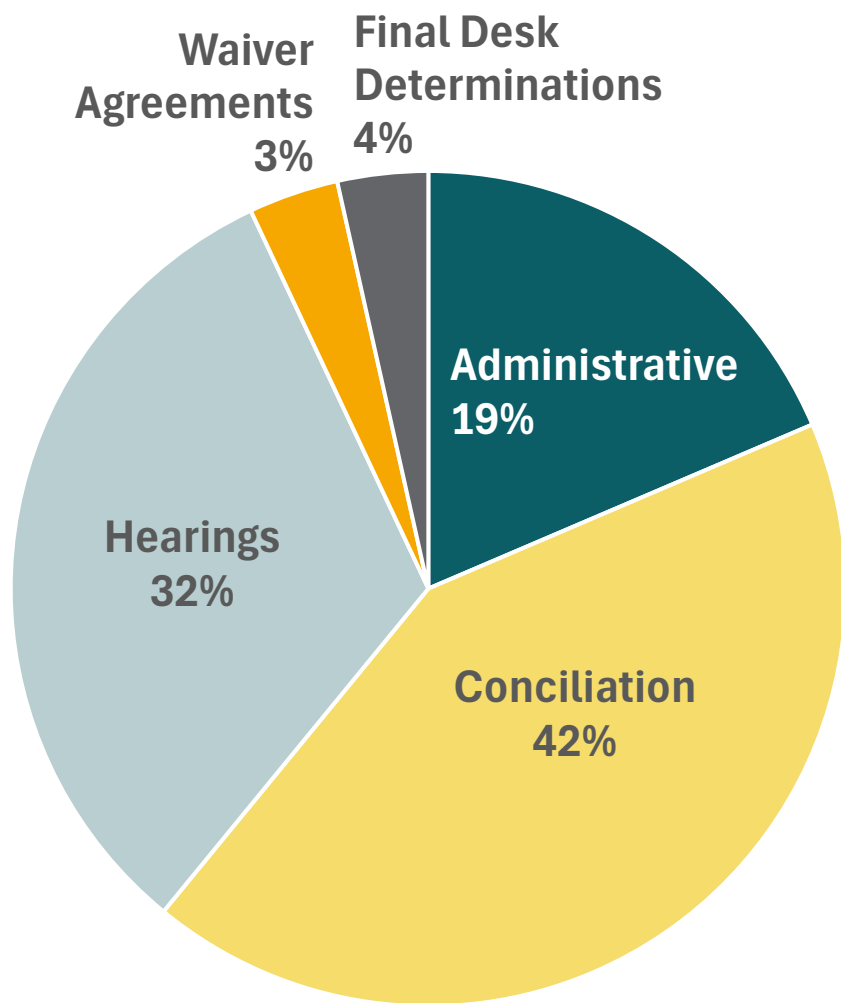
EXCITING CIS ENHANCEMENTS FOR WCB STAFF

- New Claim Information System (CIS) will provide WCB Judges with better resources and easier access to important information
 - Simplifies calendaring system and claim resolution
 - Creates agency-wide work queues to better distribute work items
 - Provides access to hearing recordings and evidence directly from the case file
 - Provides a comprehensive summary of all cases and major findings in each case of the claimant
 - Removes district-dependent silos
 - Provides dedicated screens for language access and reasonable accommodations to ensure the timely pre-arrangement of interpreters or other accommodations





CLAIM RESOLUTION BY BOARD PROCESSES, LAST 12 MONTHS



Claim Resolution	# of Resolutions	% of Resolutions
Informal	308,691	64.4%
Administrative	89,141	18.6%
Conciliation	202,427	42.2%
Final Desk Determinations	17,129	3.6%
Formal	170,883	35.6%
Hearings	154,461	32.2%
Waiver Agreements	16,422	3.4%
Total	479,574	100.00%

- All data and percentages are for the last 12 months (August 2025 to September 2026).
- Approximately 90% of all proposed Administrative and Conciliation decisions were agreed upon by the parties.

CLAIMS OPERATIONS: SUBSTANTIAL PROGRESS

- Net plus **50** claims examiners hired and trained.
 - 12 dedicated claims examiners to assist the call center.
- Staff, work process improvements, and transition to RFA eForms have reduced pending work by **56%** since January 2026.
- Processing over **3 million** claims work items per year.
 - 98% of claims work items are timely processed, including work requests, incoming mail, abeyances, calendar returns, etc.
- Nearly all RFA eForms are processed within **1-2 days** vs. 17-20 days two years ago.
 - Processing enables hearings to be scheduled faster than ever.





Section 32 Waiver Agreements: Expansion of Desk Reviews





DESK REVIEW EXPANSION 2024 & 2025

Subject Number 046-1683

- On July 1, 2024, the Board expanded the desk review process to approve Section 32 waiver agreements for which the settlement amount was **\$10,000 or less**, including medical and indemnity.

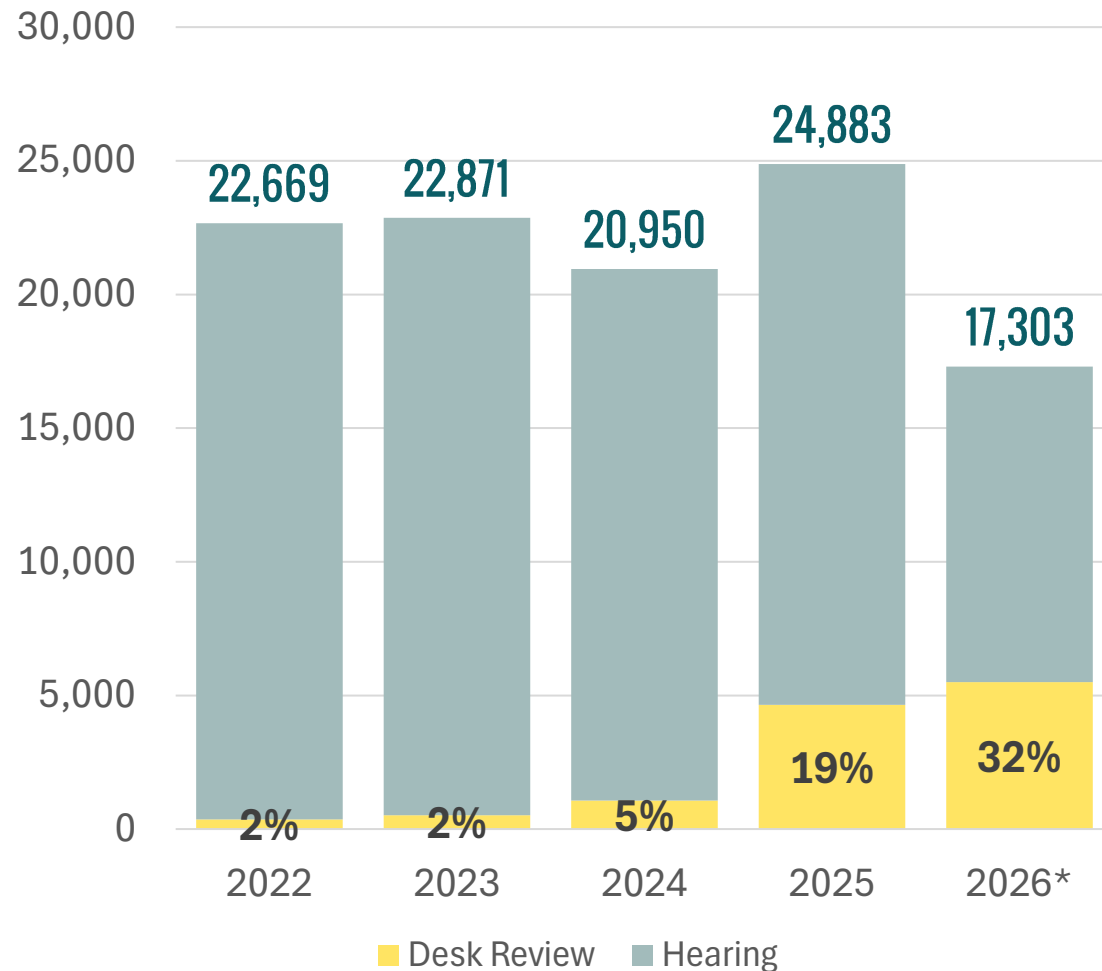
WCB Bulletin Expanding Desk Reviews Further

- Starting with agreements dated on or after Jan. 6, 2025, the Board further expanded the desk review process to settlement amounts of **\$25,000 or less**, including medical and indemnity.





SECTION 32 WAIVER AGREEMENTS: APPROVALS BY YEAR



*As of October 2026

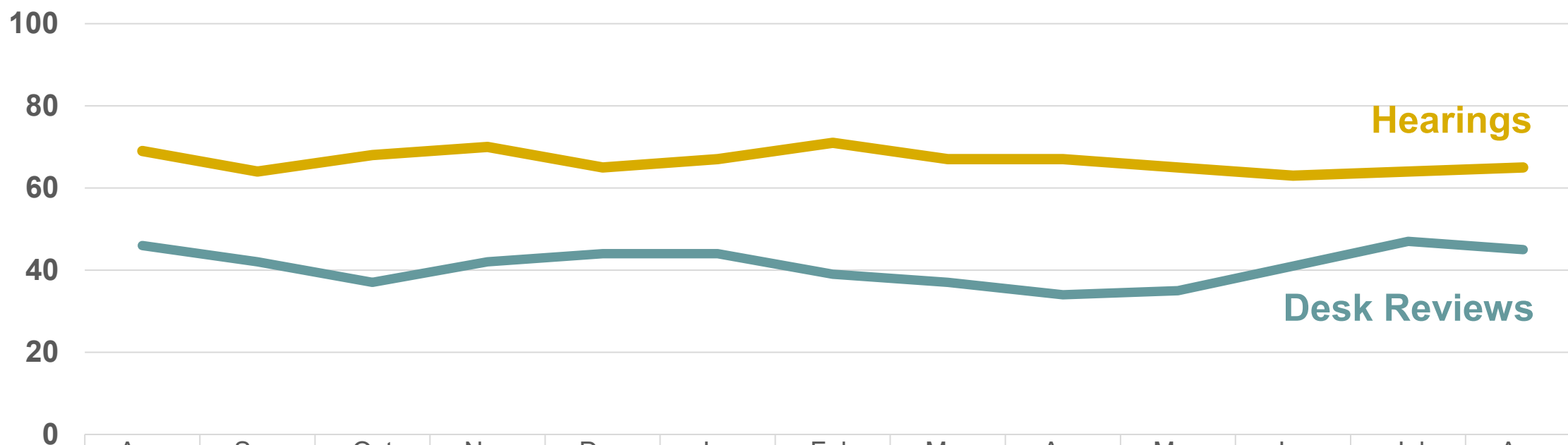




SECTION 32 WAIVER AGREEMENT PROCESSING

How long does it take from “Incoming Mail Received” until “Section 32 Resolution Duly Filed”?

Hearing (EC-32.3) vs. Desk Review (PD-32)



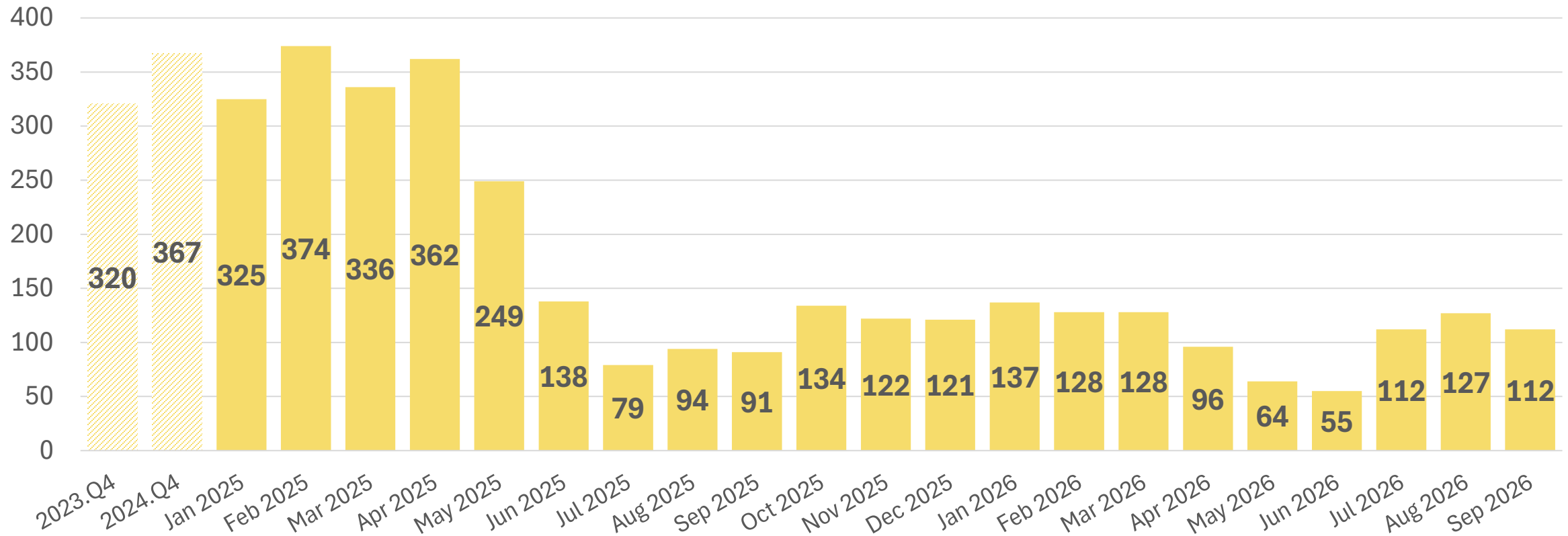
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Desk Review	46	42	37	42	44	44	39	37	34	35	41	47	45
Hearing	69	64	68	70	65	67	71	67	67	65	63	64	65



UNINSURED EMPLOYER'S FUND (UEF) HEARINGS

How many UEF claims are pending a hearing in the “True Unset” status?

Average UEF Daily True Unsets





Health Care Enhancements



NOW IN EFFECT: CMS-1500 ELECTRONIC SUBMISSION MANDATE, ENABLING FASTER PAYMENT TO PROVIDERS

- Electronic submission of the *CMS-1500* universal medical billing form: effective August 1, 2025.
- Electronic submission significantly enhances medical bill review and payment.
 - Health care providers receive payments sooner.
 - Electronic receipt eliminates disputes as to if/when bill was received.
 - Health care providers are notified of billing errors sooner, allowing for prompt resubmission.
 - No or low cost to health care providers (e.g., \$1 billing code).
 - Reduced paper for everyone.





NOW IN EFFECT: PHARMACY REGULATION

Amendment to Sections 440.3, 440.4, and 441.3 of Title 12 of the NYCRR (Network Pharmacies)

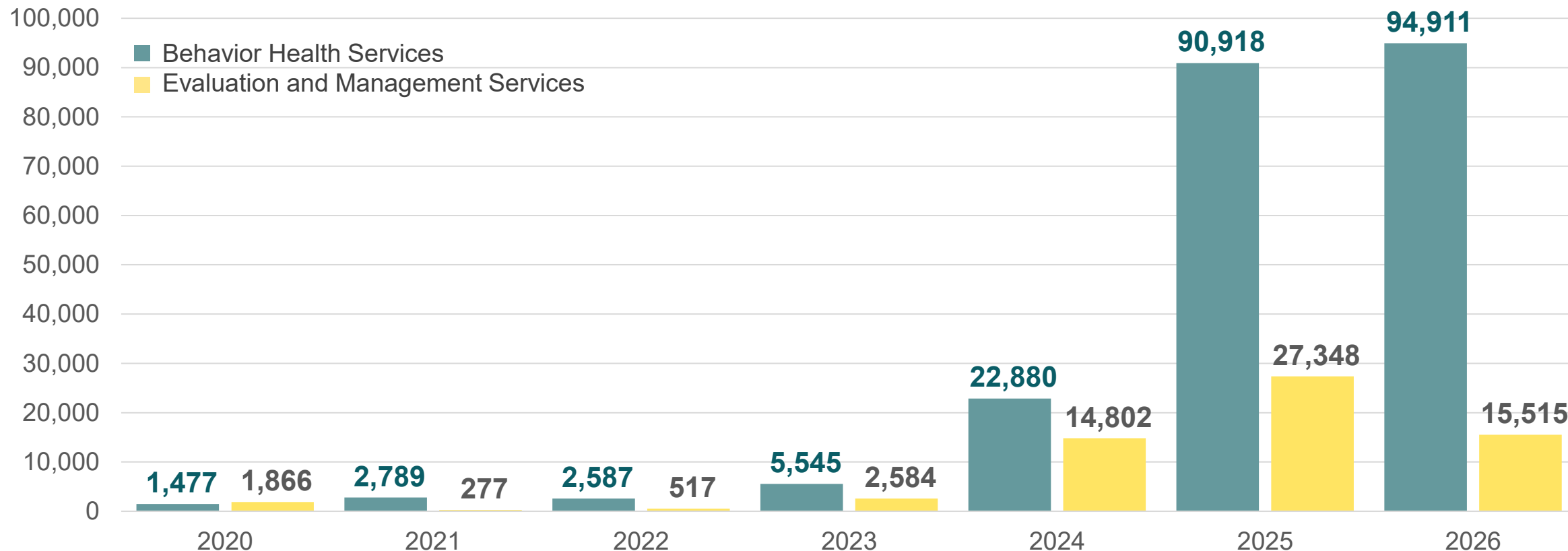


- Payers must notify the claimant that they may use a non-network pharmacy when the payer maintains (or will maintain) a legal objection that the medication is for treatment of an injury or condition that has not yet been accepted or established by the Board.
- Effective July 11, 2025



TELEHEALTH SERVICES

Telehealth Service Encounters — 2020 to 10/1/26



Telehealth Services: WCB telehealth codes as defined by 12 NYCRR 325-1.26 with the appropriate use of modifier codes as reported by provider billing.



UNIVERSAL AUTHORIZATION: EFFECTIVE JAN. 1, 2028

Governor Hochul's 2027 Executive Budget enacts **Universal Authorization** to increase access to medical care

- Automatic authorization for eligible providers as part of licensing through the NYS Education Department.
- Injured workers can more easily get treatment from their own doctors and specialists.
- More freedom of choice for injured workers.
- Increases geographic access to care in every region of NYS.
- Increases access to providers from every medical specialty.
- Provides for more continuity and coordination of care.
- WCB will continue to regulate health care providers and maintain an exclusion list to assure quality of care.





SPECIALTY COMPARISONS

Rural and non-NYC metro physician totals

Region

Rural = selected 16 rural “desert” counties

Metro = Non-NYC counties

County	Region	Addiction	Cardiology	Dermatology	Neurology / Brain Injury	Hand Surgery	Oncology	Ophthalmology	Pain Medicine	Podiatry	Psychiatry	Pulmonology
Allegany	Rural									1		1
Cattaraugus	Rural				1			1				1
Chenango	Rural		1					1				
Delaware	Rural									1		
Essex	Rural					1						
Franklin	Rural										1	
Greene	Rural		1							2		
Hamilton	Rural											
Herkimer	Rural		4							1		
Lewis	Rural		7			1			1			1
Schuyler	Rural											
Steuben	Rural				1				4	4		1
Sullivan	Rural		2	1	1	1				7	2	3
Washington	Rural											
Wyoming	Rural							1				
Yates	Rural											
Totals-Rural		0	15	1	3	3	0	3	5	16	3	7
Erie	Metro		5		8	10		19	14	11	6	4
Monroe	Metro		1	2	23	14		27	22	12	3	3
Suffolk	Metro	1	48	1	51	15	20	28	57	38	12	18
Westchester	Metro		9	4	24	22	2	22	22	16	2	5
Totals-Metro		1	63	7	106	61	22	96	115	77	23	30



Making comp more competitive for health care providers

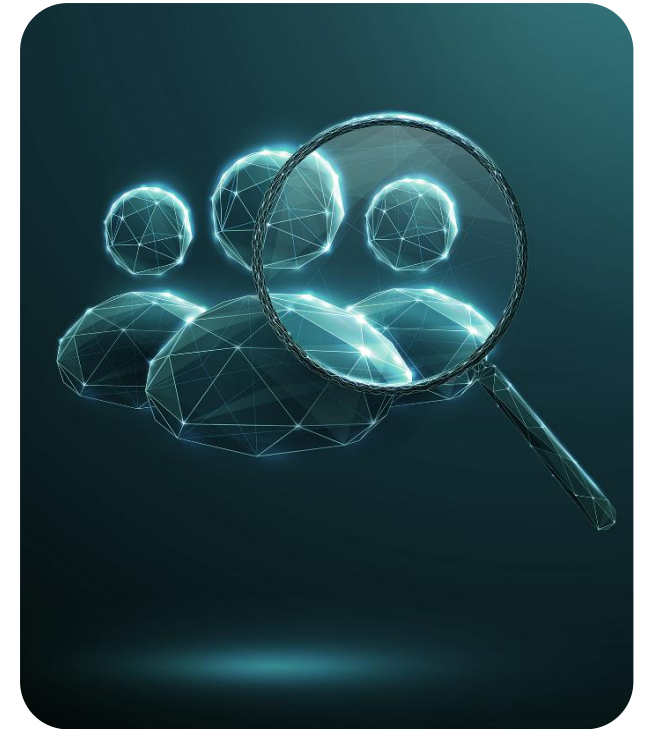
- Key Medical Fee Schedule update pending in State Register
 - Update of nine Evaluation and Management CPT codes for initial and follow-up visits
 - Conforming WCB fee schedule code set to CPT code set
- Aligning workers' compensation reimbursement with other health care insurance
- Reasonable reimbursement rates are essential to attract and retain providers
- Regular cadence of fee schedule updates



\$7 MILLION GRANT PROGRAM TO FIGHT FRAUD

Governor Hochul's 2027 Executive Budget enacts grant program that funds District Attorney offices to prosecute workers' compensation fraud.

- Board's \$7M grant program is funded by employer assessment and administered by the Board.
- Proposals for year-one pilot program are due 10/21.
- Grants to be awarded by 4/1/27.
- Office of the Workers' Compensation Fraud Inspector General continues role investigating WCL violations.
- Program to prosecute all types of workers' compensation fraud.





NEW REGULATIONS

Regulation implementing legislation amending NYS WCL Section 21-a

- Governor Hochul signed into law an amendment to NYS WCL Section 21-a, effective Jan. 1, 2027.
- NYS WCL Section 21-a currently allows payers to initiate compensation payments and payments for prescribed medicine for up to one year without admitting liability.
- The amendment also permits payers to provisionally pay for medical care without assuming liability for up to one year.





NEW REGULATIONS (cont'd)

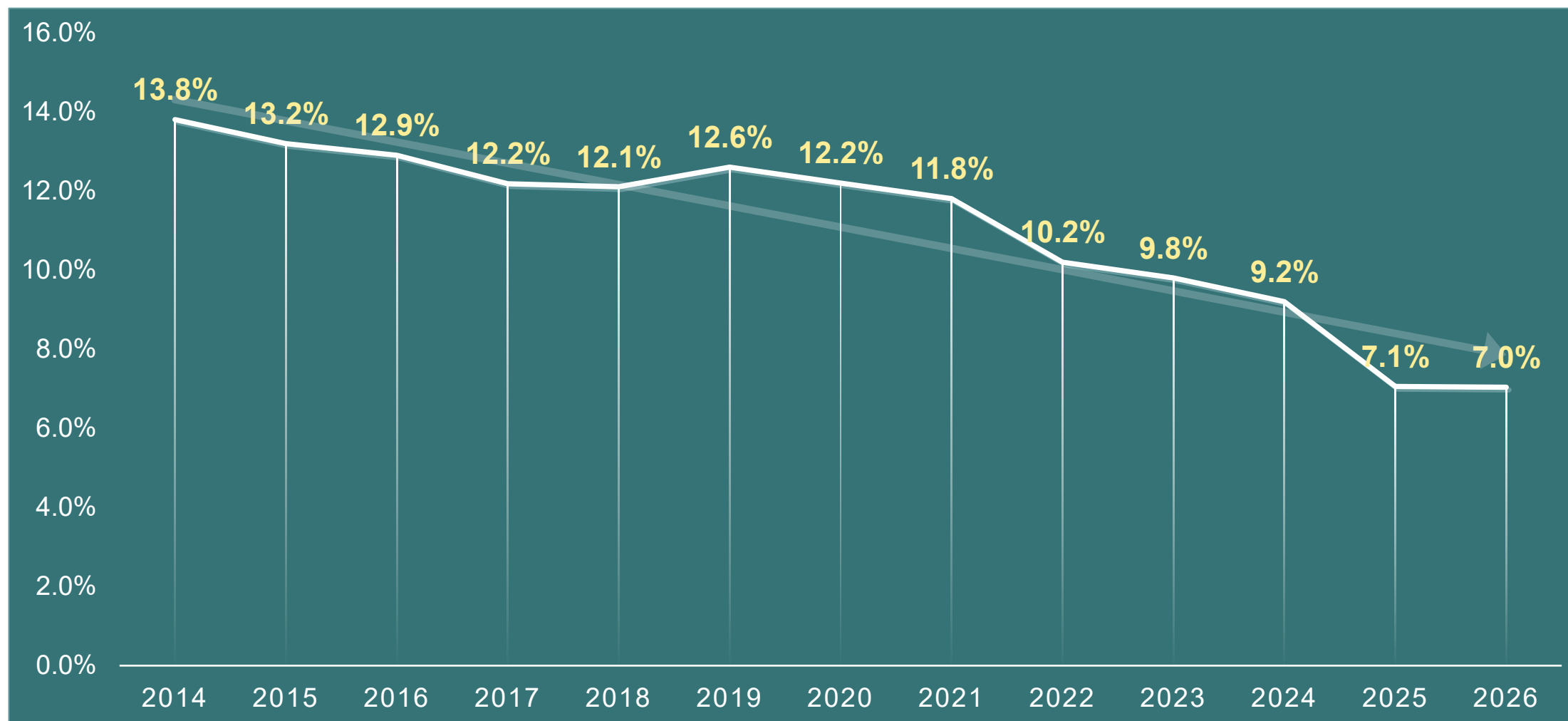
Deposition regulations for medical providers, effective January 1, 2027

- Offer of proof showing the reason for cross-examination.
- Deposition fees are owed automatically (without billing), to be paid within 45 days of deposition.
- Increases provider reimbursement by \$50 for first hour or fraction thereof.
- Increases compensation for additional time increments.
- Providers may use HP-1 process for unpaid deposition fees.



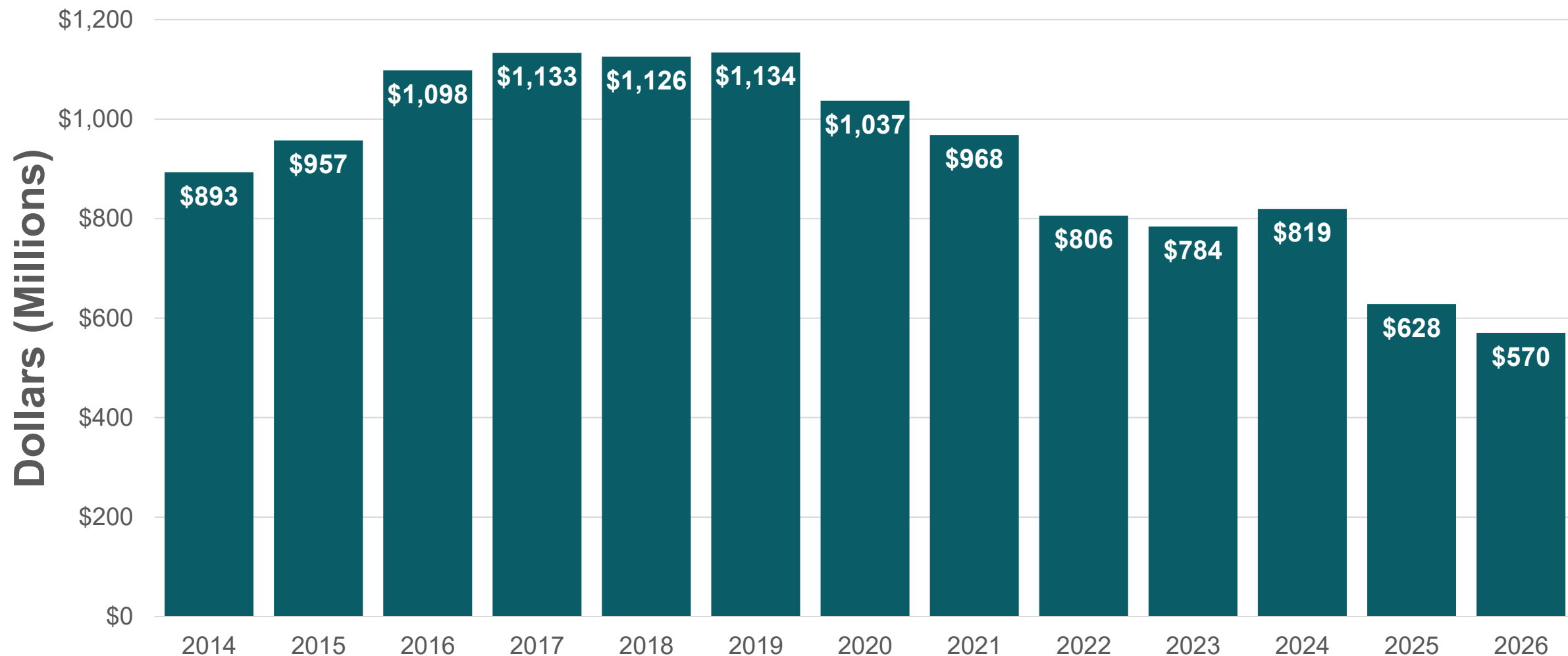


WCB ANNUAL ASSESSMENT RATE FOR EMPLOYERS





WCB ANNUAL ASSESSMENT AMOUNT FOR EMPLOYERS





COMMUNICATION CHANNELS AT THE BOARD

Many points of access for stakeholders, including dedicated email boxes and other touchpoints:

- Office of the Advocate for Business
- Office of the Advocate for Injured Workers
- Medical Director's Office (MDO)
- Office of General Counsel (OGC)
- Paid Family Leave (PFL)
- Public Information Office (PIO)
- Vocational Rehabilitation Counselors
- Social Workers
- Language Access
- Claims
- CMS-1500
- eClaims
- OnBoard
- Call Center
- Trainings
- Webinars
- Website enhancements
- Email notifications



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THANK YOU

