



ONBOARD

FOR PROVIDERS SEEKING BOARD AUTHORIZATION

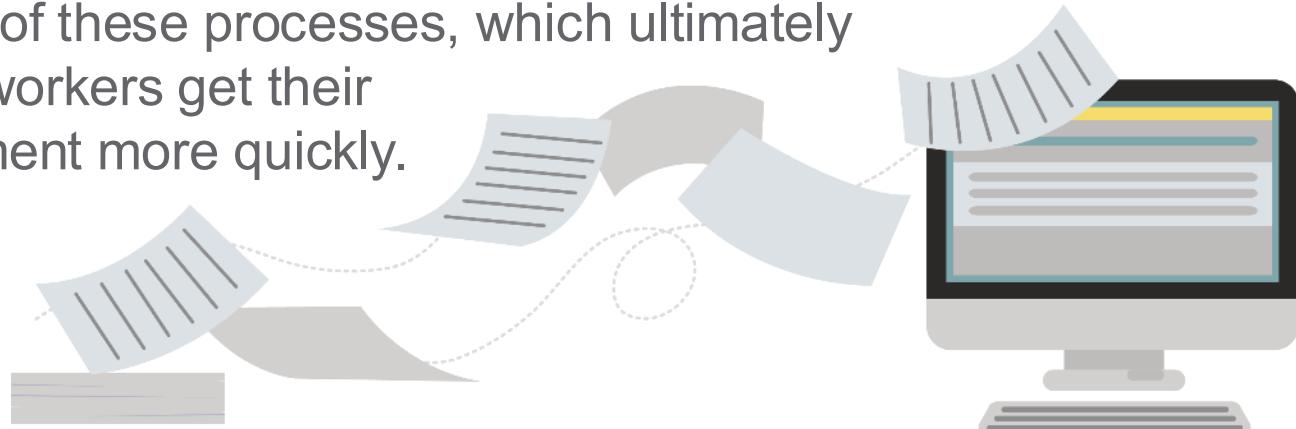
JUNE 2, 2025

AGENDA

- 1 Prior authorization request categories
- 2 OnBoard users
- 3 Using OnBoard
- 4 *Request for Decision on Unpaid Medical Bill(s) (Form HP-1.0)*
- 5 Resources

WHAT IS ONBOARD?

- OnBoard is a web-based platform through which health care providers, claim administrators, and other Workers' Compensation Board (Board) stakeholders perform key processes online.
- OnBoard's paperless system has improved the accuracy and efficiency of these processes, which ultimately helps injured workers get their medical treatment more quickly.



WHAT IS ONBOARD?

Today, health care providers use OnBoard to submit:

- **Prior authorization requests (PARs):** A PAR is a request by an injured worker's health care provider to obtain prior approval from the claim administrator (e.g., insurance carrier) to cover costs associated with a specific treatment under workers' compensation insurance. There are several categories of treatment that require prior authorization. Visit the **What is a PAR** webpage for more details.
- ***Requests for Decision on Unpaid Medical Bill(s) (Form HP-1.0):*** Providers and suppliers use OnBoard to request the Board's assistance if an insurance carrier has not paid a medical bill.

A woman with dark hair tied back, wearing a white lab coat and a surgical mask, is seen from the side and back. She appears to be in a medical or pharmaceutical setting, with shelves of boxes and containers in the background.

Prior authorization request categories

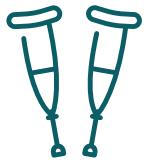
PRIOR AUTHORIZATION REQUEST CATEGORIES

- **MTG Confirmation:** Confirmation that the proposed treatment(s)/test(s) are based on a correct application of the Workers' Compensation Board's *New York Medical Treatment Guidelines* (*MTGs*). Submission of MTG Confirmation is optional for health care providers, but response is mandatory for payers.
- **MTG Variance:** Request for treatment/test that varies from the *MTGs*.
- **Non-MTG Over \$1,000:** Request for treatment/test costing more than \$1,000 with no applicable *MTGs*.
- **Non-MTG Under or = \$1,000:** Request for treatment/test costing \$1,000 or less with no applicable *MTGs*.

PRIOR AUTHORIZATION REQUEST CATEGORIES (cont'd)



- **MTG Special Services:** Request for special services as required per the *MTGs*.



- **Durable Medical Equipment (DME):** Request for DME not on the *Official New York Workers' Compensation Durable Medical Equipment Fee Schedule* or for an item on the fee schedule that requires prior authorization, with the designation of "PAR."



- **Medication:** Request for non-formulary medication(s).

A group of healthcare professionals, including doctors and nurses, are standing in a hallway. One man in the center is holding a clipboard and appears to be writing or reviewing information. The group is dressed in typical medical attire like white coats and scrubs. The background is slightly blurred, focusing on the central figure.

OnBoard users

WHO CAN USE ONBOARD?



- Health care providers
- Medical suppliers
- Health care provider delegates
- Health care provider and medical supplier billing delegates
- Future releases of OnBoard will include attorneys and injured workers

ACCESSING ONBOARD

- Health care providers need to log into the **Medical Portal** to access OnBoard.
- Every health care provider and assigned delegate will use their own Board-assigned **NY.gov user ID** and **password** that was assigned to them when they applied for Board authorization / Medical Portal access.
- A single login cannot be provided to a provider group (under a single Tax ID number) to be used by all providers and delegates who are part of that group.



WHAT EACH PROVIDER TYPE CAN SUBMIT

Provider types not included in this chart will only be able to submit **Form HP-1.0** and will register as medical suppliers

PRIOR AUTHORIZATION REQUESTS (PARS)								
	Request for Decision on Unpaid Medical Bill(s) (HP-1.0)	Medication	MTG Confirmation	MTG Variance	Non-MTG Under or = \$1,000	Non-MTG Over \$1,000	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
Psychologist	X		X	X	X	X		
Physical Therapist	X				X	X		
Occupational Therapist	X				X	X		
Dentist	X	X			X	X		X
Audiologist	X				X	X		X
Optometrist	X				X	X		X

NOTE: Physical therapy assistants and occupational therapy assistants, as well as resident and fellow physicians who wish to provide treatment or medication that falls outside of the Medical Treatment Guidelines and Drug Formulary, should consult with their supervising provider about the PAR submission process - all PARs must be submitted by the supervising provider/physician.

WHAT IS A DELEGATE?

A delegate is someone the health care provider gives permission to use OnBoard on the provider's behalf. Providers can assign two types of delegate:

■ **Provider Delegates**

- Draft/submit PARs.
- Escalate Medication PARs to Level 2 review.
- Submit PAR escalations to Level 3 for Medical Director's Office review.
- Respond to insurer requests for information (must be designated by the health care provider from within OnBoard).
- Draft/submit *Request for Decision on Unpaid Medical Bill(s) (Form HP-1.0)*.

■ **Billing Delegates**

- Draft and submit *Form HP-1.0*.

DELEGATE INFORMATION

- Providers can designate multiple delegates to draft PARs on their behalf.
- If a provider has multiple delegates, the delegates will see all PARs drafted and submitted by other delegates and the provider.
- A user can be a delegate for multiple providers.
- To learn more about roles in OnBoard, visit the [Medical Portal Access and Administration: Health Care Providers](#) page.



Using OnBoard

USING ONBOARD

1. Providers and their delegates register for the Medical Portal.
2. Sign into the Medical Portal to access OnBoard.
3. Use OnBoard to submit PARs or *Form HP-1.0*.



Medical Providers	Treatment	Billing
Training	Medical Treatment Guidelines	Medical Fee Schedules
New Provider Authorization Request	MTG Lookup Tool	Request for Decision on Unpaid Medical Bill (Form HP-1.0)
Authorization Renewal	Drug Formulary Overview	What To Do When a Bill for Treatment Isn't Paid (HP-1 and HP-J1 Forms)
Update Authorization Information	Drug Formulary Lookup	Employer Coverage Search
Specialty Classification Codes	Prior Authorization Request (PAR)	Web Submission of Medical Forms
New Provider Legislation	Prior Authorization Request (PAR) Overview	CMS-1500 Initiative
Independent Medical Examinations	Guidelines for Determining Impairment	XML Forms Submission
Learn more about the Impartial Specialist Program	Diagnostic Testing Network Lookup	
Preferred Provider Organizations	NYS DOH I-STOP/PMF	
Medical Portal Administration	Drug Formulary Prior Authorization - "VIEW ONLY"	

USING ONBOARD (cont'd)

- My Dashboard is where a provider submits a PAR or *Form HP-1.0*, views the latest status of PARs, accesses all PAR details and documents, and views their profile and organization information.

PAR ID	Type	Due Date	Patient	DOB	Current Activity	Injury Date
PA-00-0003-194	Medication	03/28/2022	[REDACTED]	[REDACTED]	Review Insurer Level 1 Denial	[REDACTED]
PA-00-0003-637	Medication	04/01/2022	[REDACTED]	[REDACTED]	Review Insurer Level 2 Denial	[REDACTED]
PA-00-0003-638	MTG Confirmation	04/04/2022	[REDACTED]	[REDACTED]	Review Insurer Level 2 Denial	[REDACTED]

USING ONBOARD (cont'd)

- When a provider selects a PAR ID from their dashboard, the PAR details shown include any related entities, information on medical necessity, documents, related PARs, correspondence history, and other related activity.

Durable Medical Equipment Request

Patient Name: [REDACTED]	WCB Case #:	Status: L2 - Requested
Patient DOB: [REDACTED]	Date of Injury: 1/25/2018	System ID: PA-00-0002-755

Related Entities **Request Details** **Medical Necessity** **Documents** **Related PARs** **Correspondence History** **Related Activity**

Patient Details

Patient Name: [REDACTED]	Last 4 of Patient SSN: [REDACTED]	Patient DOB: [REDACTED]
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Claim Details

WCB Case #:	Date of Injury: [REDACTED]	Claim Admin Claim #: [REDACTED]
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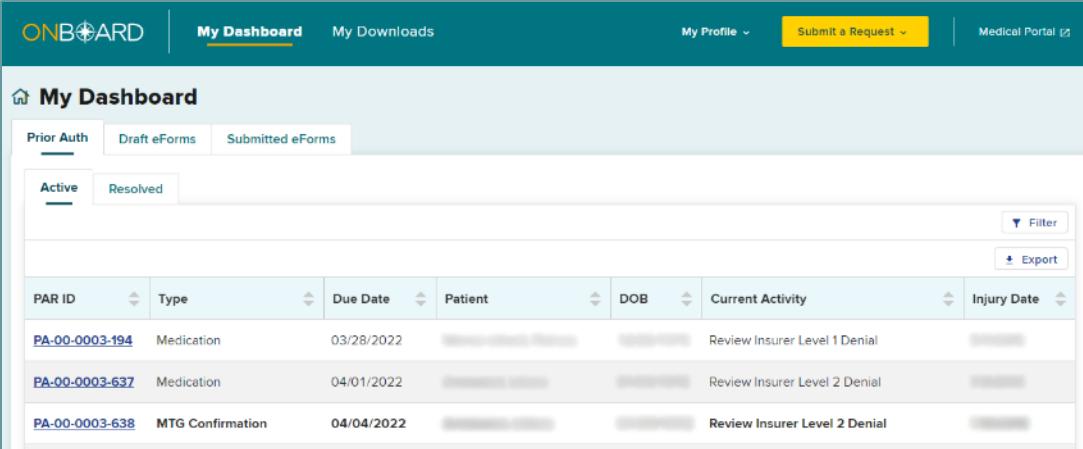
Case Controverted: No Body Part(s)/Condition(s): CAREGIVER INJURED LEFT THUMB WHILE TRYING TO CALM AN INDIVIDUAL

Prior Authorization Request

Prior Authorization Request Type: Durable Medical Equipment	Requested Date: 8/9/2021
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USING ONBOARD (cont'd)

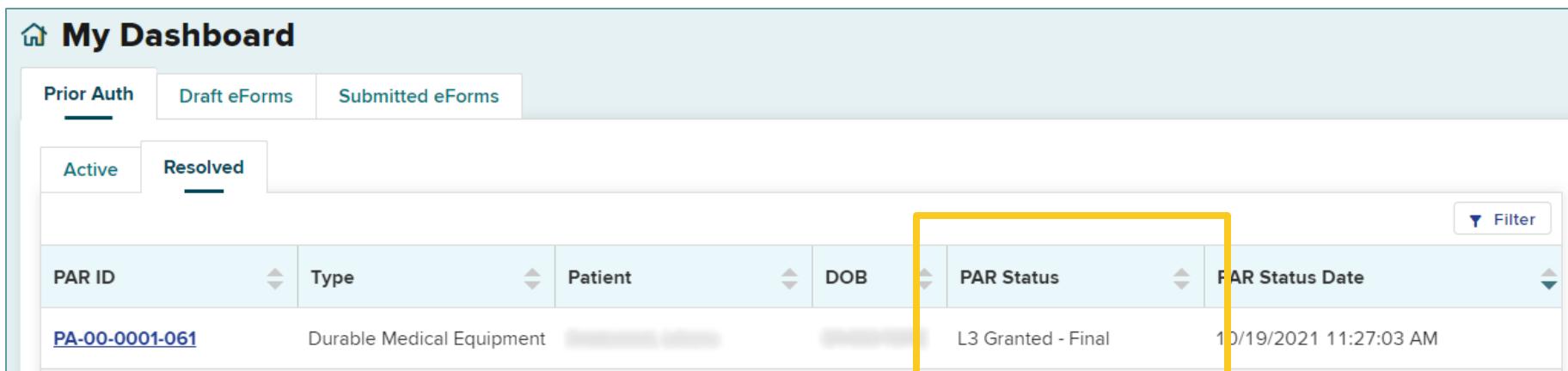
- PARs granted-in-part or denied for medical reasons escalate to a Level 2 review by the payer's physician. Providers can escalate granted-in-part or denied PARs from a payer's Level 2 response to a Level 3 review by the Board's Medical Director's Office for a final determination.



PAR ID	Type	Due Date	Patient	DOB	Current Activity	Injury Date
PA-00-0003-194	Medication	03/28/2022	[REDACTED]	[REDACTED]	Review Insurer Level 1 Denial	[REDACTED]
PA-00-0003-637	Medication	04/01/2022	[REDACTED]	[REDACTED]	Review Insurer Level 2 Denial	[REDACTED]
PA-00-0003-638	MTG Confirmation	04/04/2022	[REDACTED]	[REDACTED]	Review Insurer Level 2 Denial	[REDACTED]

USING ONBOARD (cont'd)

- Providers will receive decisions directly in OnBoard, viewable on their dashboard.



My Dashboard

Prior Auth Draft eForms Submitted eForms

Active Resolved

PAR ID Type Patient DOB PAR Status PAR Status Date

PA-00-0001-061	Durable Medical Equipment			L3 Granted - Final	10/19/2021 11:27:03 AM
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Filter

USING ONBOARD (cont'd)

- Providers can also receive email or text message notifications when a new item has been added to their dashboard.

Notification Preferences

Please select the notifications you would like to opt-in to receive. NOTE: Medical suppliers will not receive notifications from OnBoard.

PAR Status Update - Email

New Item in Queue - Email

Text Message Opt-In - Standard Carrier Msg & Data Rates May Apply.

Save **Cancel**

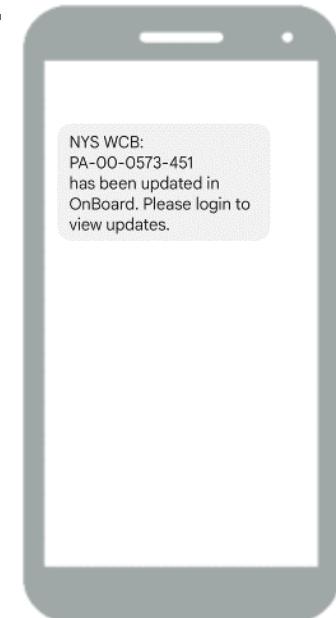
From: onboard-notifications@messages.wcb.ny.gov <onboard-notifications@messages.wcb.ny.gov>
Sent: Friday, November 4, 2022 1:20 PM
To: [\[REDACTED\]](mailto:)
Subject: NYS WCB OnBoard - New Work Item - Insurer Level 1 Review: Robert G

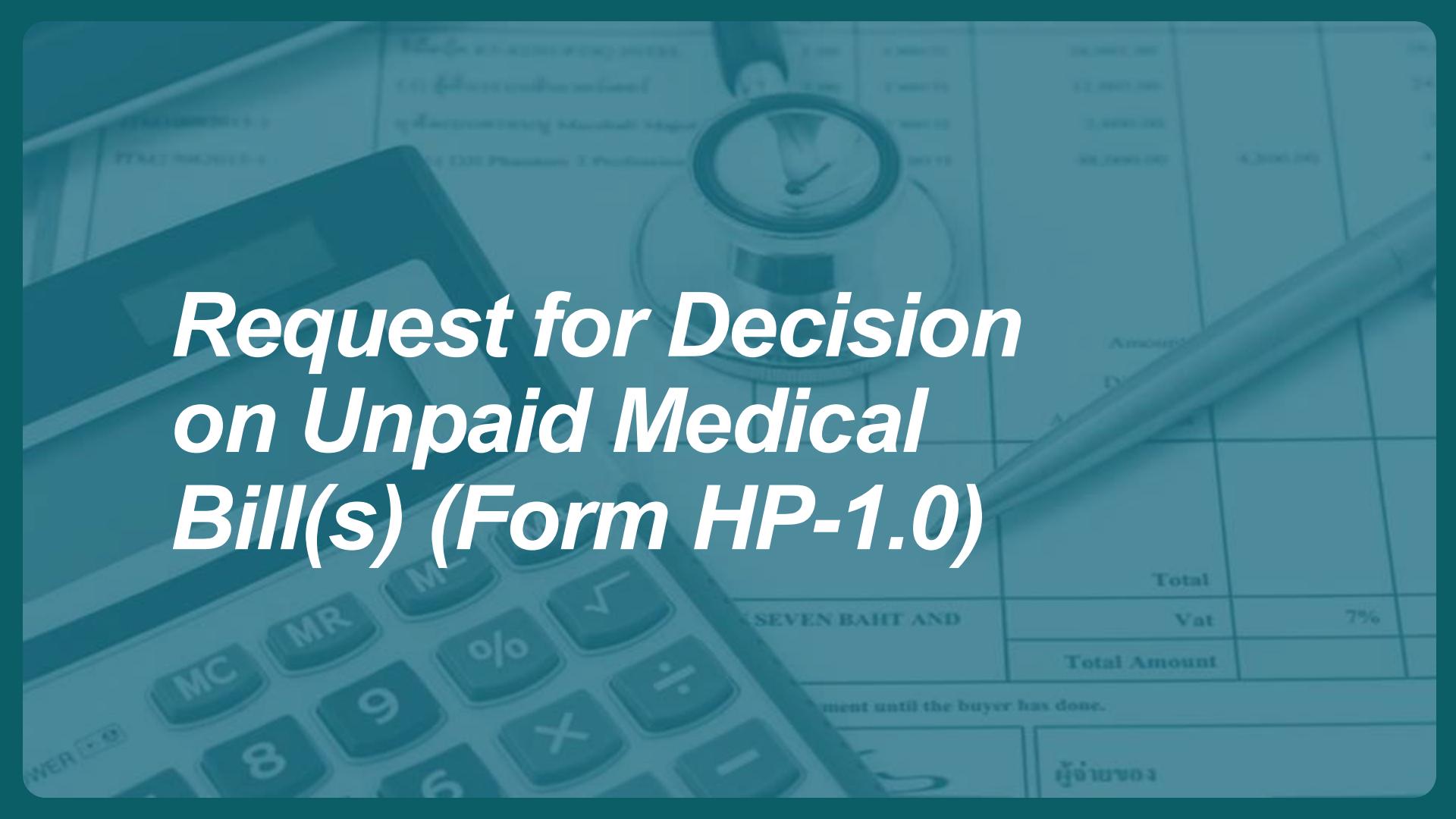

Do not reply to this email. You will not receive a response.

You have a new work item assigned to you in OnBoard for Prior Authorization PA-00-0567-703. To view more details, please log into the Medical Portal and select Onboard: www.wcb.ny.gov

New York State Workers' Compensation Board

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Request for Decision on Unpaid Medical Bill(s) (Form HP-1.0)

MEDICAL DISPUTES: FORM HP-1.0

- For medical disputes, a *Form HP-1.0* can be submitted in OnBoard.
- Used by a provider to request that a medical bill for services rendered to a workers' compensation patient that was denied by the payer, either in full or in part, be reviewed by the Board to determine whether the payer should pay the bill.

Form C-8.4
Request for Decision on Unpaid Medical Bill(s) (HP-1.0)

REQUEST FOR DECISION ON UNPAID MEDICAL BILL(S) (HP-1.0)

Claim Search

User

Provider/Supplier

Form C-8.4

Form C-8.1B or Denial

Medical Bill

Documents

Form C-8.4 Information

Please Note: Medical bill submission date is either the claim administrator's acknowledgement date from an electronically submitted CMS-1500 (date located at the end of field 19 after code NTEADD) or the date a paper bill was submitted. This information will be subject to independent verification by the WCB upon submission.

Medical Bill Submission Date*
04/01/2022 (mm/dd/yyyy)

Within 45 days of receipt, an insurance carrier has the right to object to your bill with Form C-8.4 questioning the fairness of the total amount that you charged.

Have you received a valuation objection (Form C-8.4) from the claim administrator?

Yes

No

When was the valuation objection issued by the claim administrator?
04/27/2022 (mm/dd/yyyy)

Provider/Supplier **Form C-8.1B or Denial** **Exit**

MEDICAL DISPUTES: FORM HP-1.0 (cont'd)

- A *Form HP-1.0* submission should include any necessary attachments, such as copies of medical bills.
- Although *Form HP-1.0* is submitted through OnBoard, the rest of the medical dispute process continues outside of the OnBoard system.

REQUEST FOR DECISION ON UNPAID MEDICAL BILL(S) (HP-1.0)

Claim Search

User

Provider/Supplier

Form C-8.4

Form C-8.1B or Denial

Medical Bill

Documents

Form C-8.1B or Denial Information

Please Note: This information will be subject to independent verification by the WCB upon submission.

If you have received one of the below forms from the claim administrator, then these issues must be resolved in your favor through the adjudication process before you can proceed with your HP-1 request.

- Notice of Treatment Issue/Disputed Bill (Form C-8.1B) raising legal issues within 45 days of your submission of the medical bill, or
- A denial (First Report of Injury (FROI-04) or Subsequent Report of Injury (SROI-04) at any time indicating the claim administrator denied the claim.

Have you received either Form C-8.1B or a FROI-04/SROI-04-Denial from the claim administrator?

Yes

No

Enter the issue date of Form C-8.1B or FROI-04/SROI-04-Denial. If both Form C-8.1B and a Denial were issued, enter the Form C-8.1B issue date.

When was the Form C-8.1B or FROI-04/SROI-04-Denial issued by the claim administrator?

04/12/2022

(mm/dd/yyyy)

Once a resolution is determined, an official notice (Form EC-23 or PD-NSL) is issued with the ruling.

Have you received a notice of decision (Form EC-23 or PD-NSL) that was not appealed or objected to by any party?

Yes

No

Was it resolved in your favor?

Yes

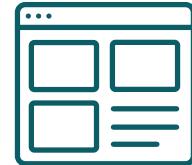
No

What is the filing date of the notice of decision? You can find this date by looking at the lower-right hand corner of the decision.

04/18/2022

(mm/dd/yyyy)

[← Form C-8.4](#) [Medical Bill →](#) [Exit](#)



RESOURCES



WEBSITE: wcb.ny.gov/onboard

- Latest news
- Video tutorials
- Recorded presentations



- **New User Access and Administration:** Webpage details on accessing the Medical Portal, Health Care Provider Administration application, and assigning delegate roles
- **Registration and Administration Instructions:** How to register for the Medical Portal, add/remove delegates
- **OnBoard Overview:** General OnBoard information for health care providers
- **OnBoard Training:** Detailed provider instructions for using the OnBoard system

MEDICAL DIRECTOR'S OFFICE

HELPLINE: (800) 781-2362

EMAIL: MDO@wcb.ny.gov

FOLLOW THE BOARD

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f @NYSWCB

o @NYSWorkersCompBoard

▶ youtube.com/@nswcb

in linkedin.com/company/nswcb

✉ wcb.ny.gov (“Get WCB Notifications”)