



NEW  
YORK  
STATE

Workers'  
Compensation  
Board

# ONBOARD PAYER ENGAGEMENT SESSION

REQUEST FOR FURTHER ACTION BY INSURER/EMPLOYER  
(FORM RFA-2)

# AGENDA

01

**Kick-off and  
Introductions**

02

**OnBoard Program and  
eForm's Background**  
Tim Purcell

03

**RFA Current and  
Future State**  
Sharon Keesler

04

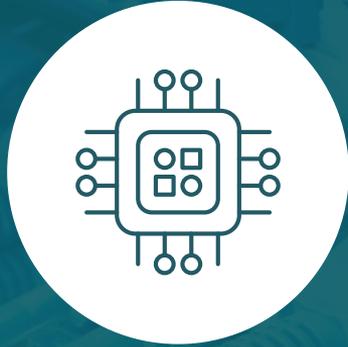
**RFA-2 eForm  
Approach**  
Sara Leonard  
Caitlin Smith

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**Open Discussion**

06

**Closing**



# ONBOARD MODERNIZATION PROGRAM

# ONBOARD PROGRAM OVERVIEW & HISTORY

## Incremental System Modernization

- Series of early projects completed including:
  - eClaims (IAIABC Claims EDI), Virtual Hearings, Payor Compliance, Expanded Provider Support, Paid Family Leave, and *CMS-1500 Electronic (XML)*
  - eCase Document Upload enhancement, eCase removal of Java
- Medical Portal and OnBoard: Limited Release (OBLR)
- eForms - Electronic submission mandate of *Form RFA-1LC*

# ONBOARD PROGRAM OUTCOMES



Intuitive, user-friendly system  
Expanded self-service



Paperless



Accuracy & quality

# RFA-2 ELECTRONIC SUBMISSION OPTIONS

The Board is developing three electronic submission options.



## eForms Web App

Users submit eForm via eCase.



## eForms REST API

Organizations can submit electronically using XML and our REST API.

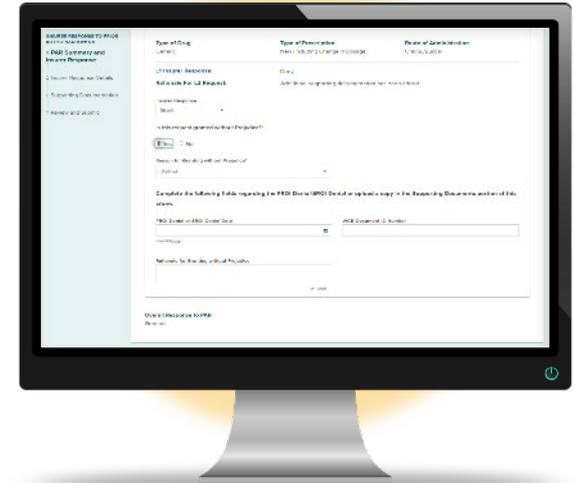


## sFTP Process

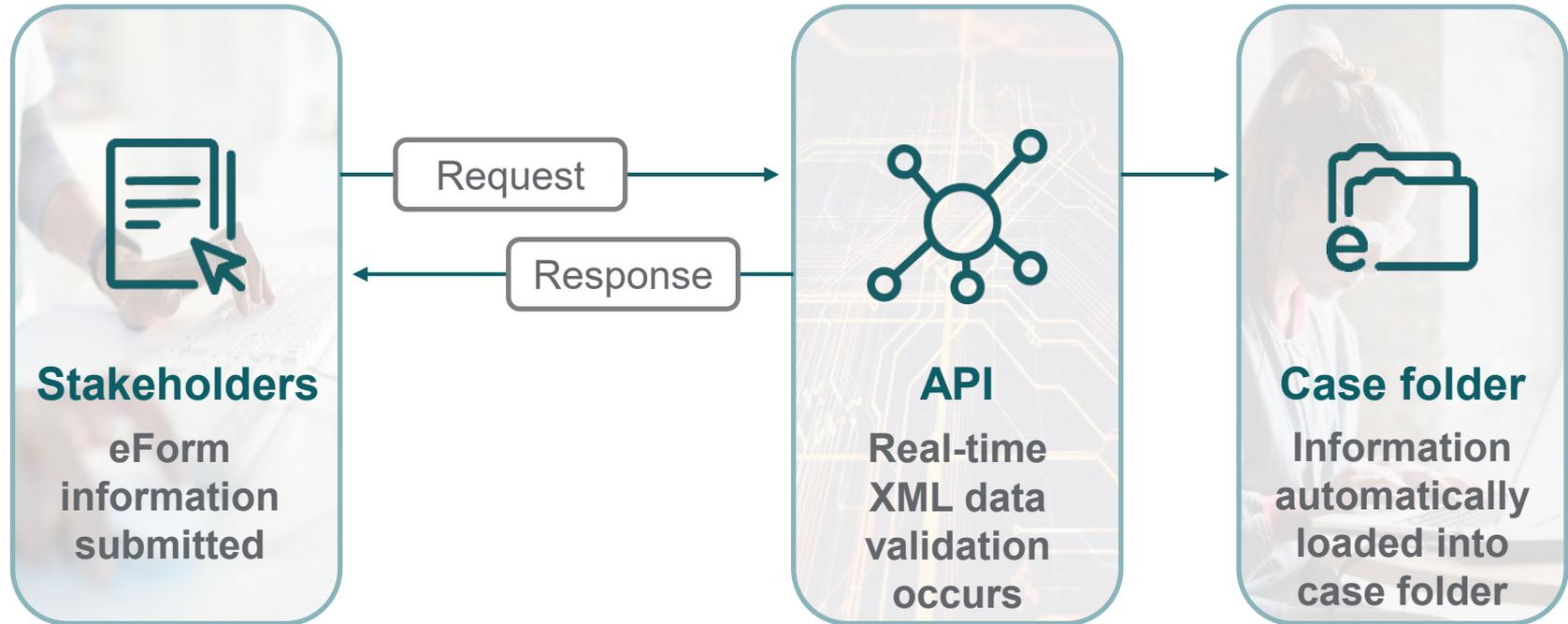
Organizations can use our file-based sFTP to submit multiple RFA-2 transactions in a single XML file.

# eFORMS: ONLINE, SMART SUBMISSIONS

- Case and claimant information is flooded in from eCase, reducing data entry.
- Information is entered into required fields with the ability to reference evidentiary documents already in the case folder or upload new supporting documentation.
- Data validation allows for immediate corrections.
- Upon successful completion, eForm is immediately added to the case folder and routed to appropriate Board staff.



# UTILIZING AN API



# UTILIZING XML VIA sFTP





# ***RFA-2* CURRENT AND FUTURE STATE**

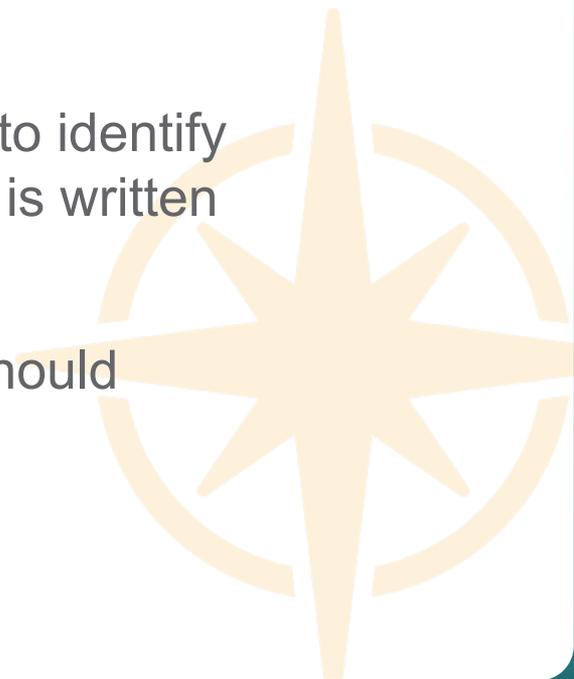
# CURRENT RFA-2 PAIN POINTS

- Scanning delays
- Scanning errors
- Separated attachments
- Misfilings caused by incomplete or erroneous case information
- Illegible submissions
- Insufficient information for issue to be acted upon
- Inability to electronically route *RFA-2* forms to correct Board units due to overuse of “OTHER” box
- Limited space on paper form
- Rejected/incomplete submissions
- Main checkboxes that identify the reasons for the request not utilized
- Redundancy

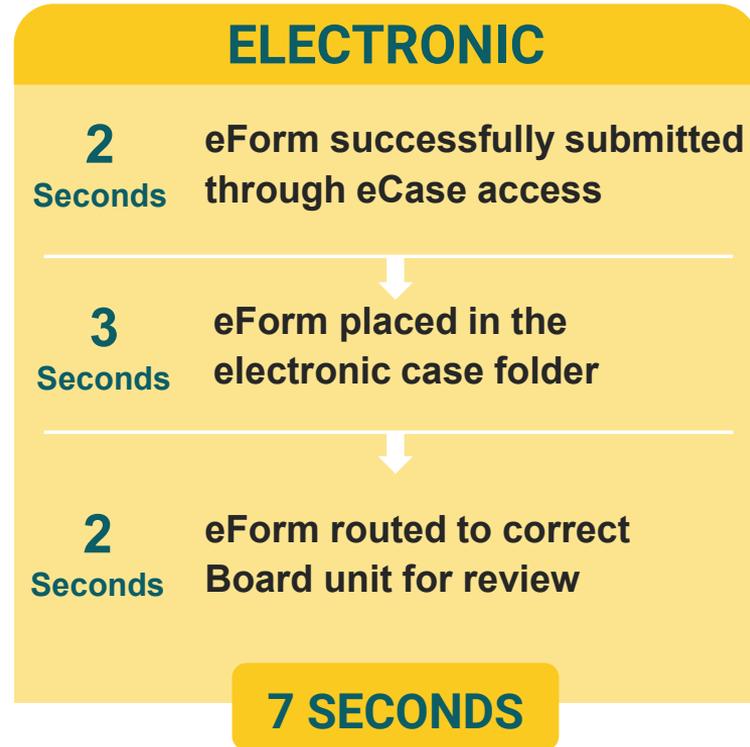
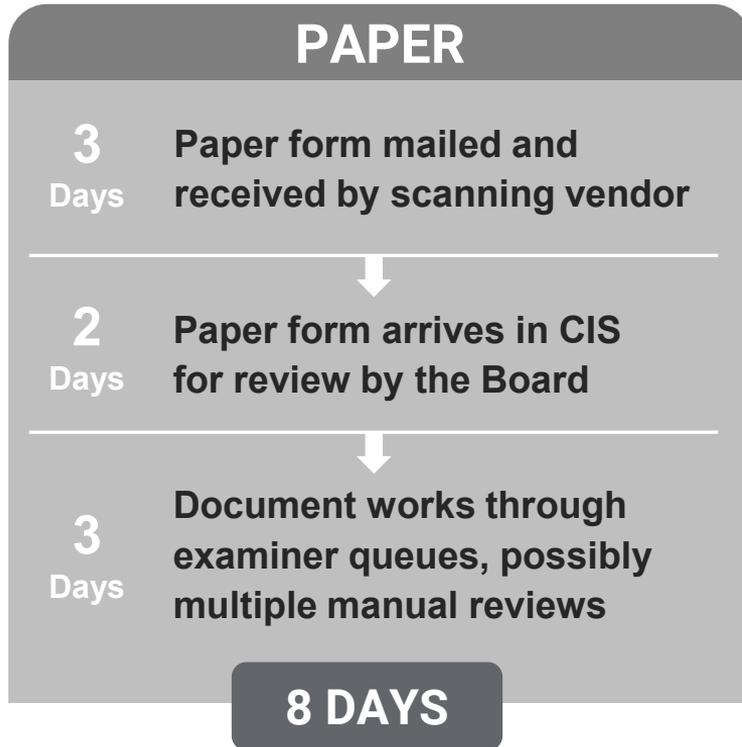
# DATA REVIEW OF RFA-2 USAGE

## We analyzed data of *RFA-2* usage for a one-month period in 2024

- We found that 65% do not use the checkboxes to identify the reason for the request. Instead, the request is written out in the free-form text area of the form.
- Only 4% of the filings checked that payments should be suspended or reduced.



# PAPER VS. ELECTRONIC TIME FRAME



# NEW RFA-2 eFORM ADVANTAGES

## Improved request reason options

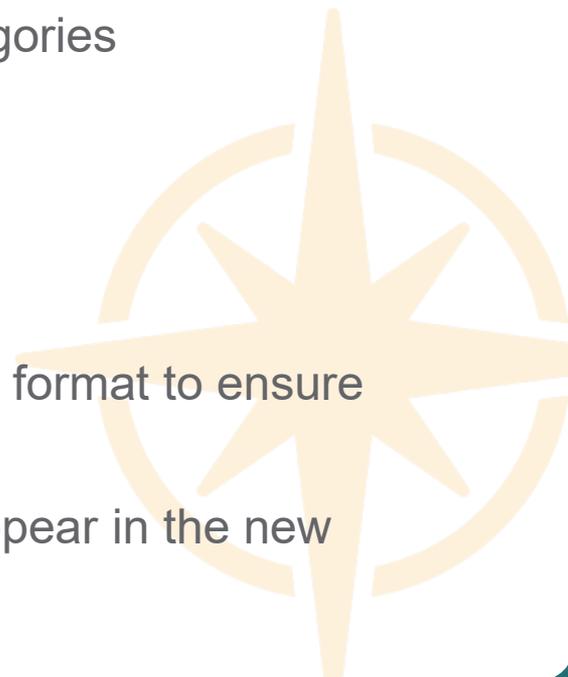
- New reasons added:
  - Unresolved issues related to a death case
  - Employer is requesting reimbursement
- Reasons combined/renamed
- Unnecessary reasons/fields removed



# NEW RFA-2 eFORM ADVANTAGES (cont'd.)

## Wizard-based format

- The design of the new eForm will present three categories of reasons to be selected:
  - Compensation
  - Medical
  - Other
- Each reason will be completed using a wizard-based format to ensure that the correct information is received.
- If the payer wishes to raise an issue that does not appear in the new eForm, then a letter may be submitted.



# NEW RFA-2 eFORM ADVANTAGES (cont'd.)

## Automation



- The eForm will allow for new efficiencies that accelerate issues to a resolution.
- Once successfully completed, the eForm is immediately routed to appropriate Board staff for review and action.



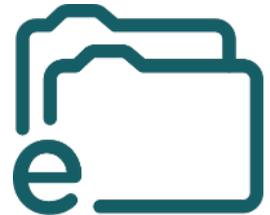
# RFA-2 eFORM APPROACH

# RFA-2 eFORM ACCESS

## Launch the *RFA-2* eForm from eCase

### ■ Actions by the user:

- Log in to eCase, enter the Case ID, and select Search Case.
- Must be a party of interest for the WCB Case Number.
- Once case search is successful and other business rules are met (e.g., “Case Status”), the user will be able to access the eForm landing page.



# RFA-2 eFORM ACCESS (cont'd.)

**NEW YORK STATE** Workers' Compensation Board | **eCase** | purcell | Logout

Review Specific Case | **FOI** | REP | Scheduled Hearings | User Groups | Assign Case Access

Case Details for WCB Case ID: 5555557

Reset | Search Case | Upload Documents | Case Folder | **eForms** | button will be added

Case ID: 5555557 | Name: Case III, Fake | District: Albany | Case Status: Hearing Set

Case Info | Party of Interest | Case Folder | FROI/SROI | Board Awards | Related Materials

Case #:	5555557	Case Status:	Hearing Set	Primary Carrier ID:	W143945	Carrier Case #:	ABC123
Name / Address:	Fake Case III 328 State St. Attn: Michael Hunter Schenectady, NY 12305	Phone:		Pass Days:	Saturday Sunday		
		ext:					
SSN:	125-55-7777	DOB:	11/01/1977	Gender:	U		
Accident Date:	01/01/2017	Injury:	Fake Case				
Death Date:		ANCR Date:					
Hearing Requested?	<input type="checkbox"/>	Proposed Date:					

# RFA-2 eFORM LANDING PAGE

## eForms landing page features:

- List of previously submitted eForms displayed on landing page.
- eForm selections saved as drafts to resume later.
- Previously submitted eForm PDFs available from landing page.



# RFA-2 eFORM LANDING PAGE (cont'd.)

**eFORMS**

WCB Case ID: [REDACTED] Claimant Name: [REDACTED] Date of Injury (DOI): [REDACTED] Date of Birth (DOB): [REDACTED]

Select a form to submit  For follow-up on a submitted eForm: [Contact WCB Claims](#)

10 entries per page Search:

eForm	Status	Last Saved Date	User	Submission ID	Submission Date	Document ID	Medium
RFA-1LC	Rejected	02/05/2025, 09:25:16 AM	[REDACTED]	[REDACTED]			API
RFA-1LC	Rejected	02/05/2025, 09:24:48 AM	[REDACTED]	[REDACTED]			API
RFA-1LC	Submitted	02/03/2025, 03:23:18 PM	[REDACTED]	[REDACTED]	02/03/2025, 03:23:18 PM	[REDACTED]	API
RFA-1LC	Submitted	02/03/2025, 03:23:07 PM	[REDACTED]	[REDACTED]	02/03/2025, 03:23:07 PM	[REDACTED]	API
RFA-1LC	Submitted	02/03/2025, 03:07:38 PM	[REDACTED]	[REDACTED]	02/03/2025, 03:07:38 PM	[REDACTED]	API
RFA-1LC	Submitted	02/03/2025, 03:06:04 PM	[REDACTED]	[REDACTED]	02/03/2025, 03:06:04 PM	[REDACTED]	API
RFA-1LC	Submitted	02/03/2025, 02:35:43 PM	[REDACTED]	[REDACTED]	02/03/2025, 02:35:43 PM	[REDACTED]	API
RFA-1LC	Submitted	02/03/2025, 02:31:28 PM	[REDACTED]	[REDACTED]	02/03/2025, 02:31:28 PM	[REDACTED]	API
RFA-1LC	Submitted	02/03/2025, 02:31:14 PM	[REDACTED]	[REDACTED]	02/03/2025, 02:31:14 PM	[REDACTED]	API
RFA-1LC	Submitted	02/03/2025, 01:36:14 PM	[REDACTED]	[REDACTED]	02/03/2025, 01:36:14 PM	[REDACTED]	API

Showing 1 to 10 of 2,002 entries

« Previous 1 2 3 4 5 ... 201 Next »

# RFA-2 eFORM GENERAL FEATURES

## *RFA-2* eForm is wizard based:

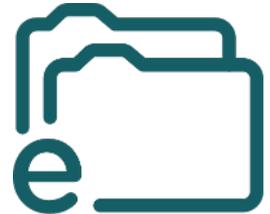
- Allows users to save a draft.
- Asks a series of questions that guides users through eForm.
- Allows for the upload of supporting documentation or reference from case folder.
- Final review prior to submission.



# RFA-2 eFORM GENERAL FEATURES (cont'd.)

Upon successful submission, the eForm will be immediately:

- Added to the eCase folder.
- Available for you to download from the eForm landing page.

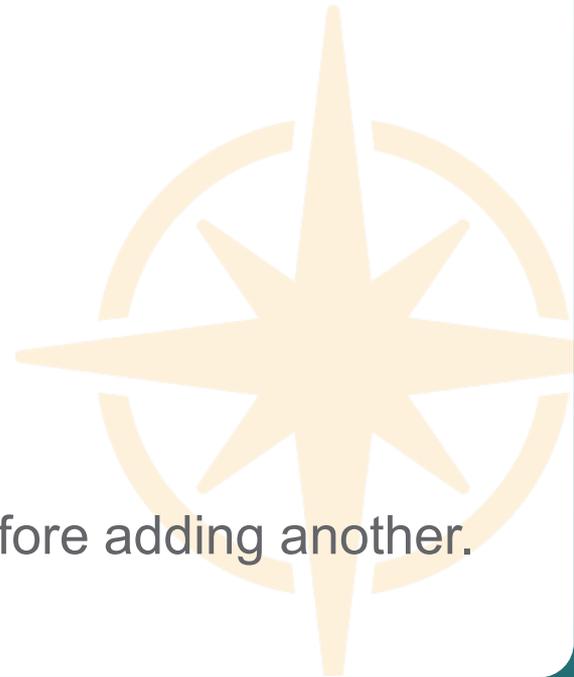


# RFA-2 eFORM REQUEST REASONS: CATEGORIES

The eForm will still have three request reason categories:

- 1) Compensation
- 2) Medical
- 3) Other

- Each category will list multiple reasons.
- Users will select one reason and complete it before adding another.



# RFA-2 eFORM REQUEST REASONS: COMPENSATION

## ■ Payments directed by the Board should be suspended pursuant to §300.23(b)

- Medical evidence finds no disability or fails to support ongoing disability
- No medical evidence of a disability produced in the past 90 days
- Failure to appear at one or more IMEs without good cause or sufficient excuse
- Claimant has voluntarily removed themselves from or is no longer attached to the labor market
- Claimant was directed to look for work and has not produced sufficient evidence
- Medical documentation of apportionment
- Claimant's disability is unrelated to established injury
- Claimant/beneficiary whereabouts are unknown
- Claimant did not produce documentation as directed in Board decision

## RFA-2 eFORM REQUEST REASONS: COMPENSATION (cont'd.)

- **Payments directed by the Board should be reduced pursuant to §300.23(b)**
  - Medical evidence finds a change in disability
  - Average weekly wage (AWW) set without prejudice and continuing payments are at a tentative rate
  - Medical documentation of apportionment
- **Insurer requests to apply overpayment to ongoing payments**
- **Payments should begin or be modified based on reduced earnings**

# RFA-2 eFORM REQUEST REASONS: MEDICAL

## Medical request reasons



- Claimant is at maximum medical improvement and insurer has IME report on permanency or agrees with claimant's report on permanency.
- Opioid weaning under *Non-Acute Pain Guidelines*.
- Insurer requests apportionment finding for medical treatment

# RFA-2 eFORM REQUEST REASONS: OTHER

## Other request reasons

- Claimant has discontinued or settled a lawsuit pertaining to the accident/injury of this claim
- Insurer seeks desk review of Special Funds Group reimbursement decision Form C-251.6R
- Unresolved issues related to a death case
- Employer is requesting reimbursement
- Request disqualification pursuant to §114-a
- Insurer withdraws appeal
- Insurer raising labor market attachment

# RFA-2 eFORM REQUEST REASONS: EXAMPLE

## Example: Payments directed by the Board should be suspended or reduced

- The wizard-based eForm will ask the user the following:
  - Select a decision that directs continuing payments.
    - User will reference a decision.
  - Select one of the options for “Requesting to reduce benefits pursuant to § 300.23(b)”
    - User will select either “Medical evidence finds a change in disability” or “Average weekly wage set without prejudice and continuing payments are at a tentative rate.”
  - Provide additional information related to this request reason if needed.

# RFA-2 eFORM REVIEW

- Supporting documentation may be required.
  - Ability to attach or reference supporting documentation always available.
- Certification may be required.
- Users will be able to review the *RFA-2* eForm before submitting, including:
  - Reviewing all information requested and make corrections if needed.
  - Saving a draft at any point.



# RFA-2 eFORM REVIEW (cont'd.)

- Complete attestation and submit eForm to the Board.
- PDF of the completed form will be generated and:
  - Displayed on the eForms landing page in eCase.
  - Placed in the case folder.





# OPEN DISCUSSION

# TALKING POINTS

- Additional pain points that we did not cover?
- Features/enhancements on the eForm you would like to see?
- Questions about the *RFA-2* electronic submission mandate?
- Is there something we could do to improve your experience?
- Do you have any suggestions on additional functionality you'd like to have?



# eFORMS WEBPAGE



# ONBOARD

## RESOURCES

**EMAIL:** [eforms@wcb.ny.gov](mailto:eforms@wcb.ny.gov)

**WEBSITE:** [wcb.ny.gov/onboard](http://wcb.ny.gov/onboard)

- Walkthrough of registration process
- Recorded presentations



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