ONBOARD

A Better System for a Better Board

OnBoard: Limited Release for Health Care Providers

Agenda

1. **OnBoard: Limited Release Recap**

2. **Prior Authorization Request and *Request for Decision on Unpaid Medical Bill(s) (Form HP-1)* Submission Process**

3. **Health Care Provider FAQs**

4. **Updates and What's Next**

5. **Question and Answer Session**

OnBoard Timeline

- **Began in summer 2019.**

- **Identified opportunities to release system functionality early, to better assist stakeholders.**

  - OnBoard: Limited Release

- **OnBoard will be released in three phases:**

Mid Second Quarter 2021 (calendar year)	No earlier than October 2021	2023
Limited Release Phase 1	**eClaims EDI R3.1** Phase 2	**OnBoard** Phase 3

Prior Authorization Requests

- **OnBoard: Limited Release will digitize and streamline the PAR process for the following requests:**

New PAR Name	Old PAR Name
Confirmation	previously done using the Attending Doctor's Request for Optional Prior Approval and Carrier's/Employer's Response [Form MG-1])
Variance	previously done using the Attending Doctor's Request for Approval of Variance and Carrier's Response [Form MG-2])
Special Services	includes the 12 requests related to the Medical Treatment Guideline (MTGs) previously done using the Attending Doctor's Request for Authorization and Carrier's Response [Form C-4 AUTH]
Non-MTGs treatment costing more than $1,000	previously done using Form C-4 AUTH

- **Paper *Form MG-1, Form MG-2, and Form C-4 AUTH* will be eliminated when use of Limited Release begins.**
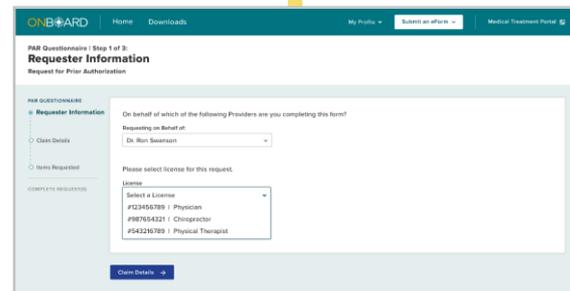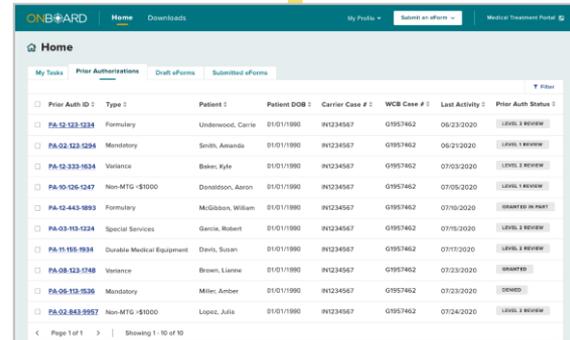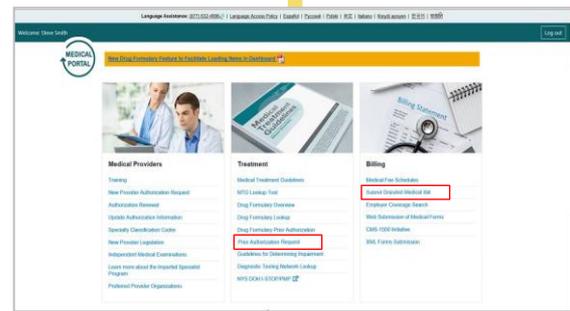
New Prior Authorization Requests

- Prior authorization of Durable Medical Equipment (DME).

- Non-MTGs treatment costing $1,000 or less.

- Medication PARs (replacing the current Drug Formulary Prior Authorization Request process).

- Transfer of completed PAR submissions to the eCase folder.

Disputed Medical Bills Submission

- Digitize and streamline the intake of *Requests for Decision on Unpaid Medical Bill(s) (Form HP-1).*

Prior Authorization Process

- **Sign into the Medical Portal.**

- **Access OnBoard dashboard.**

- **Select "Submit an eForm".**

- **Begin with entering information.**

    - Provider delegates will select the provider they are entering information on behalf of

Prior Authorization Process

- **Enter the requested information**
  - PAR Type
  - CPT Code
  - MTG Site
  - Body Part Information
  - MTG Consistency

- **Attach documents as necessary**

- **Add additional items to a PAR**

  - Durable Medical Equipment, for example

- **Complete request**

Frequently Asked Questions

Q

Will OnBoard: Limited Release replace the New York State Workers' Compensation Drug Formulary?

A

Yes. Drug Formulary submissions will be done in OnBoard: Limited Release and will be referred to as Medication PARs.

Q

Who can submit a prior authorization request?

A

Board-authorized health care providers and out-of-state health care providers will submit all PAR types in the new system.

Certain types of health care providers can only submit certain types of PARs, which the system will know.
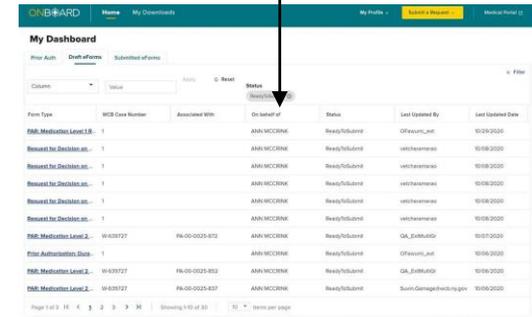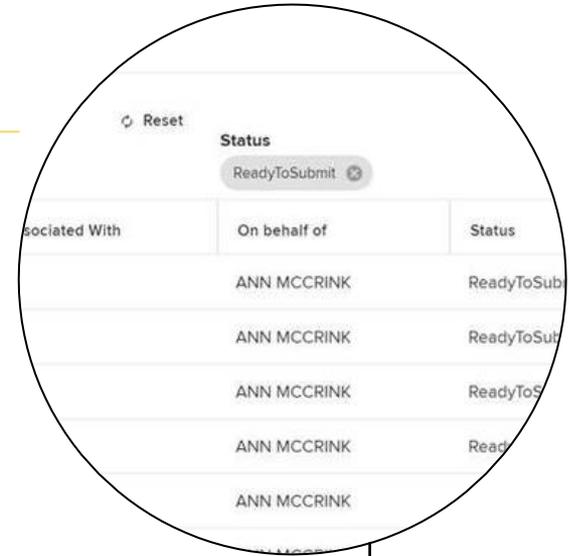
Q

How will providers be notified with status updates?

A

Providers and their delegates will have their own dashboard with a "status" column that will display PAR submissions. Providers and their delegates will also receive email or text message notifications that inform them of an update and their attention is needed.

Prior Auth Status ⇕
LEVEL 2 REVIEW
LEVEL 1 REVIEW
LEVEL 2 REVIEW
LEVEL 1 REVIEW
GRANTED IN PART
LEVEL 2 REVIEW
LEVEL 2 REVIEW
GRANTED
DENIED
LEVEL 2 REVIEW

Q

Will the OnBoard: Limited Release dashboard show the health care provider's full history of PARs or will it only show requests from mid second quarter of 2021 and forward?

A

OnBoard: Limited Release will only show requests made after the new system is implemented (mid second quarter of 2021). All requests made previous to the implementation of OnBoard: Limited Release will continue using the existing eCase process.

Q

How will health care providers register, and when?

A

All online user administrators for the current Medical Portal and Drug Formulary system will automatically be granted access to OnBoard: Limited Release. This will enable administrators to add users and new notification emails.

Note: Health care providers will be able to assign a delegate to enter PAR-related information on their behalf, but the actual submittal will need to be done by the provider themselves.

Q

Will an insurer have the option to opt out of the *Attending Doctor's Request for Optional Prior Approval and Carrier's/Employer's Response (Form MG-1)* in Limited Release?

A

No. A Confirmation PAR in OnBoard: Limited Release (previously done using *Form MG-1*), will be optional for the health care provider to submit. If a health care provider submits a Confirmation PAR, the insurer's response will be mandatory.

Q

Will the patient's pharmacy be notified through OnBoard: Limited Release once a medication is authorized?

A

OnBoard: Limited Release will notify the pharmacy benefit manager (PBM), if there is one, that a prior authorization request has been submitted and whether it's been approved or denied for the release of the requested medication.

Q

How is the denial of an MTG Variance PAR (*previously Form MG-2*) initiated?

A

Insurers will receive *Form MG-2*, known as an MTG Variance in OnBoard: Limited Release, from the health care provider in the new system. After they submit the denial of the submitted variance, it will go back to the health care provider's dashboard to escalate if desired.

Q

Does the system automatically know if a request is consistent with the Medical Treatment Guidelines (MTGs)?

A

No. The system will not automatically confirm if treatment is consistent with the MTGs. Part of the provider's submission includes if their requested treatment is consistent with a guideline. The insurer needs to review the request and respond, whether or not they agree, based on the specifics of the claimant's case, if it is consistent with the guidelines. The MTG Lookup Tool, which will be available when OnBoard: Limited Release is implemented, will make it quick and easy to search the MTGs.

Q

Can a medical report be uploaded with PAR submissions?

A

Yes. When submitting a form in the OnBoard: Limited Release system, there will be the option to upload an attachment of necessary documentation.
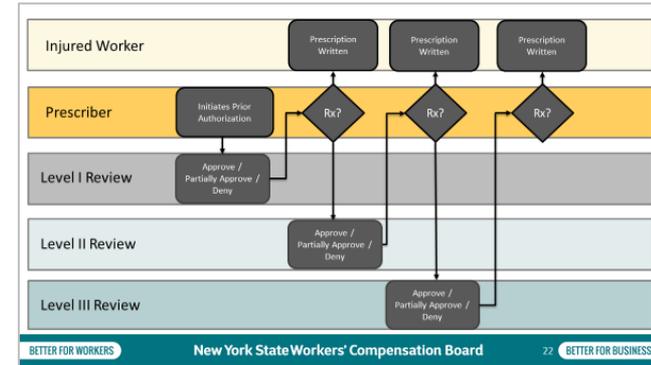
Q

Will the current time periods for insurer response remain the same once the new system is implemented?

A

Yes, all current time frames for insurer review and response will remain the same as they are today. If an insurer does not respond within the designated time frame, an Order of the Chair may be issued.

Formulary Review Process Example

Q

If the insurer denies a Level 1 or Level 2 PAR, can they request an IME? If so, does the 30-day timeline remain in effect?

A

Yes, an IME may be requested depending on the PAR type. In those cases, the insurer will indicate the decision to get an IME in the system within five days of the PAR being submitted. If the Level 1 or Level 2 reviewer decides they would like an IME, they would have to make that decision within this time frame and should not respond with an approval or denial until the IME has been completed (or before the time frame for response has expired to avoid an automatic Order of the Chair, in the case of non-MTG or DME requests).

Q

Will a Durable Medical Equipment (DME) fee schedule be included in Limited Release?

A

Yes, the *DME Fee Schedule* and the date by which prescription refills must comply with the Drug Formulary have been changed to go into effect in the second quarter of 2021, alongside OnBoard Limited Release.

OFFICIAL NEW YORK WORKERS' COMPENSATION
DURABLE MEDICAL EQUIPMENT FEE SCHEDULE

EFFECTIVE JANUARY 1, 2021

NEW YORK STATE OF OPPORTUNITY | Workers' Compensation Board

Available on the Board's website
Health Care Providers > Medical Fee Schedules

Projects Timed with OnBoard: Limited Release

- *New York Workers' Compensation Drug Formulary (Drug Formulary)*

    - Deadline for prescription drug refills to comply with the *Drug Formulary* becomes effective with launch of OnBoard: Limited Release

    - Replaces the *Drug Formulary* currently available in the Medical Portal with the medication prior authorization request process submitted via OnBoard: Limited Release.

DRUG FORMULARY

NEW YORK STATE WORKERS' COMPENSATION
EFFECTIVE APRIL 1, 2020
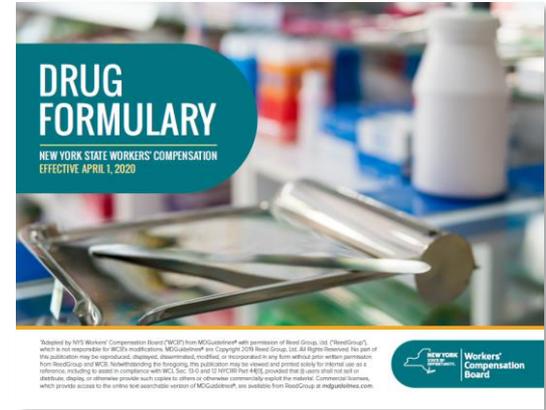
Projects to Coincide with OnBoard: Limited Release

- *Workers' Compensation Board's New York Medical Treatment Guidelines*

  - 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
    - Major Depressive Disorder

  - Updated Medical Treatment Guidelines coming:
    - **New**: Traumatic Brain Injury
    - Revisions of Mid and Low Back, Neck, Shoulder and Knee

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Medical Treatment Guidelines

Major Depressive Disorder
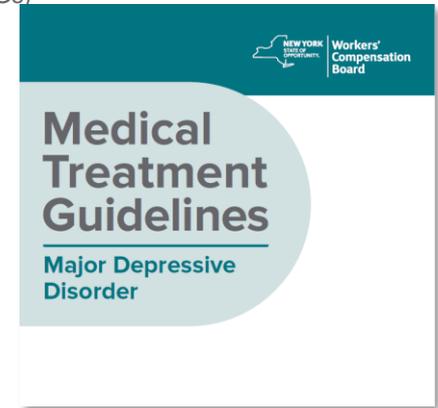
Updates and What's Next

Latest Website Updates

- **Fact sheet for providers**

- **November webinar series frequently asked questions for providers**

- **Webinar slides and recordings available**

  - New OnBoard: Limited Release webinar for Physical Therapists available!

Upcoming Website Updates

- **New stakeholder specific sections**
  - Guides
  - Updated FAQs
  - New videos

February Webinars

What will they feature?

- **Webpage Updates**

- **Updated Frequently Asked Questions**

- **Early Registration**
  - Who needs to register
  - How to register

Future Provider Training

Monthly Webinar Series

Training Guides and Video Tutorials

Just-in-time Training Webinars

Website Content

Q&A Webinars

Support Channels

Next Steps for Providers

- **All online user administrators for the current Drug Formulary system will automatically be granted access to OnBoard: Limited Release in mid second quarter of 2021.**

- **Non-authorized providers should apply to become authorized providers.**

- **Visit wcb.ny.gov > Health Care Providers > Apply to Become an Authorized Provider.**

Next Steps for Providers

- **Review your current paper or fax-based systems. You will no longer be using these!**

- **Review the OnBoard webpage**

  - New Provider FAQs

  - *What Health Care Providers Need to Know*

  - Recorded presentations

Stay Engaged

- **wcb.ny.gov/OnBoard**

- **Subscribe for OnBoard Updates**

  - Subscribe to receive email updates on all things OnBoard!

- **Email OnBoard@wcb.ny.gov**