



Workers'
Compensation
Board

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)



Limited Release
Phase 1

No earlier than
October 2021



eClaims EDI R3.1
Phase 2

2023



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

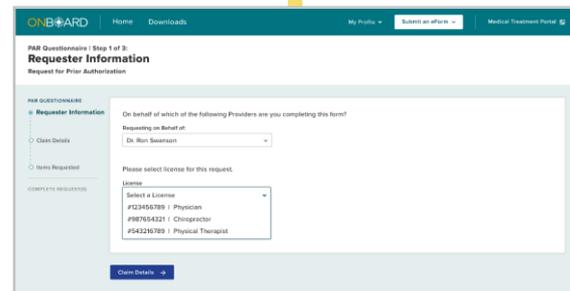
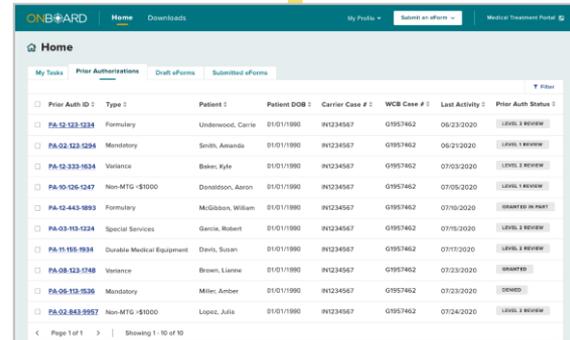
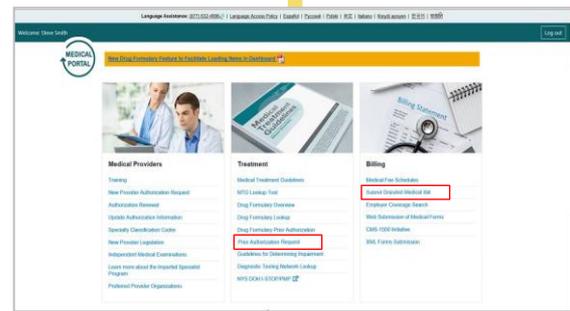
- Prior authorization of Durable Medical Equipment (DME).
- Non-MTGs treatment costing \$1,000 or less.
- Medication PARs (replacing the current Drug Formulary Prior Authorization Request process).
- Transfer of completed PAR submissions to the eCase folder.

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

The screenshot shows a web form for entering PAR item information. On the left, a sidebar indicates 'Items Requested' and 'COMPLETE REQUESTS'. The main form area is titled 'Item #1' and contains the following sections:

- Select category of PAR:** Radio buttons for 'Drug Formulary', 'Durable Medical Equipment', 'Other Treatment/Testing' (selected), and 'Non-Medical'.
- Enter the CPT Code/Description:** A dropdown menu with 'A0021 - Outside state ambulance service' selected.
- Select MTG associated with this PAR:** A dropdown menu with 'Foot and Ankle' selected.
- MTG Reference Code/Description:** A dropdown menu with 'C.T.R.L.A: Nocturnal Splints for Treatment of Tarsal Tunnel Syndrome' selected.
- Select body part associated with this PAR:** Two dropdown menus for 'Body Part' (set to 'Ankle') and 'Site of Body' (set to 'Left').
- Is requested treatment/testing addressed by and consistent with the MTG?:** Radio buttons for 'Not Addressed by MTGs', 'Addressed by MTGs, but Not Consistent with MTGs', and 'Addressed by MTGs and Consistent with MTGs' (selected).

On the right side of the form, claim information is displayed: 'Claimant DOB: 06/30/1968', 'WCB Case Number: WC-12345', 'Site/Condition: Ankle', and 'Provider: Dr. Ron Swanson'.

The screenshot shows the 'Items Added' summary screen of the PAR process. The breadcrumb trail is 'PAR Questionnaire > Step 3 of 3: Items Requested > Request for Prior Authorization'. A 'Save as Draft' button is in the top right. The left sidebar shows navigation options: 'PAR QUESTIONNAIRE', 'Requester Information', 'Claim Details', and 'Items Requested' (selected). The main content area is titled 'Items Added (1)' and contains:

- Item #1:** A card showing 'PAR Type: MS-1, Consistent', 'Body Part: Left Ankle', 'CPT/HCPCS: C.T.R.L.A: Nocturnal Splints for Treatment of Tarsal Tunnel Syndrome', and 'MTG: A0021 - Outside state ambulance service'. An 'Edit' button is next to the card.
- Based on items entered, the following Prior Authorization Request types will be submitted:** A list containing 'MS-1, Consistent'.
- Heads up!** A yellow banner with the text: 'Once you move on to the next screen, you won't be able to make changes to the Claim details.'

At the bottom, there are navigation buttons: 'Items Requested' and 'Complete Request'.

On the right side, claim information is repeated: 'Claimant Name: Julius K. Johnson', 'Claimant DOB: 06/30/1968', 'WCB Case Number: WC-12345', 'Site/Condition: Ankle', and 'Provider: Dr. Ron Swanson'.

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.

The screenshot displays the OnBoard: Limited Release web application interface. At the top, the navigation bar includes the ONBOARD logo, links for Home and Downloads, a My Profile dropdown, a Submit an eForm button, and a Medical Treatment Portal link. The main content area is titled 'PAR Questionnaire | Step 3 of 3: Items Requested' and 'Request for Prior Authorization'. A 'Save as Draft' button is visible in the top right. On the left, a sidebar shows the progress of the questionnaire: 'Requester Information', 'Claim Details', 'Items Requested' (the current step), and 'COMPLETE REQUEST(S)'. The main form area is titled 'Items Requested' and contains a text input field for the claim. Below this, it asks to 'Select category of PAR.' with four radio button options: 'Drug Formulary', 'Durable Medical Equipment', 'Other Treatment/Testing', and 'Non-Medical'. At the bottom of the form are two buttons: '← Claim Details' and 'Complete Request(s) →'. On the right side, there is a 'CLAIM AND REQUESTER INFORMATION' section with the following details: Claimant Name (John R. Johnson), Claimant DOB (06/30/1968), WCB Case Number (WC-12345), Site/Condition (Ankle), and Provider (Dr. Ron Swanson).

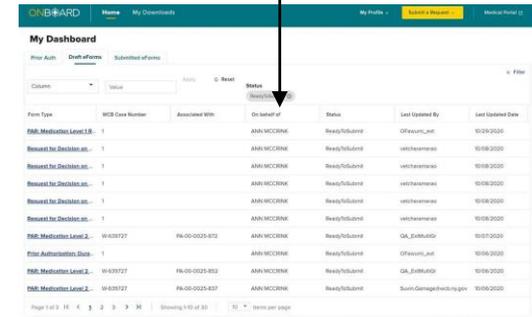
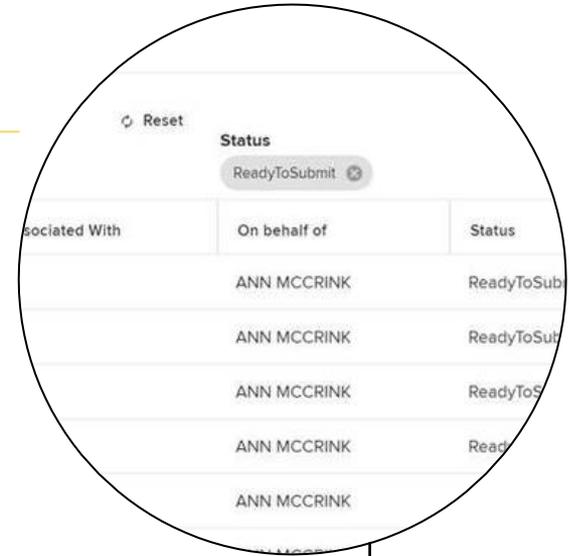
Q

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.

eCase - Claims Information System

Case Admin Reports Options Help

Case Details for WCB Case ID: 5888888

Actions

Case ID: 5888888 Name: Claimant, Valene District: Albany

Case Status: Hearing Set

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

Case Folder - 12 Documents

Form	Section Name	Medical Provider Name	Medical Service Date	Document ID	Received Date
C-257	Judges Attn			4000026846	04/17/2019
C-4.2	Judges Attn			4000026845	04/17/2019
C-4.2	Judges Attn			4000026844	04/17/2019
EC-15	Decisions			4000026843	04/16/2019
CLT-CORR	Judges Attn			4000026842	04/16/2019
EOHBIT	Judges Attn			4000026841	04/16/2019
C-257	Judges Attn			4000026840	04/16/2019
C-4	Judges Attn			4000026839	04/16/2019
EC-1				310204856	08/29/2018
MED-NARR	Medicals	Jane Doe, MD	08/01/2018	309507598	08/15/2018
MED-NARR	Medicals	Jane Doe, MD	08/03/2018	309507597	08/15/2018
MED-NARR	Medicals	Jane Doe, MD	08/02/2018	309507596	08/15/2018

All Decisions Judges Attn Medicals Minutes Appeals Other Payor Comp

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.



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



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.

The screenshot displays the MDGuidelines MTG Lookup Tool interface. At the top, it says 'MDGuidelines' and 'FORMULARY'. Below that, it identifies the user as 'HJ, UATPROVAP1'. The main header features the New York State of Opportunity logo and the Workers' Compensation Board logo. A disclaimer states: 'The NYS Workers' Compensation Board's Medical Treatment Guideline Lookup Tool (MTG Lookup) provides a quick and easy view into the MTGs that have been finalized and adopted by the Board. While complete details on the adopted MTGs are available on the Board's website and Medical Portal, the MTG Lookup enables users to search treatment and testing by condition, and quickly see whether a particular condition/treatment combination is "Recommended," "Not Recommended," or "Conditional." By clicking the link provided after a condition and treatment have been entered, users can access the full reference within the specific MTG. It's important to note that MTG Lookup results do not reflect patient-specific information and should be used as reference only; they are not a guarantee of payment.'

The search form includes:

- 'Please select a Medical Treatment Guideline:' with a dropdown menu showing 'Shoulder Injuries'.
- 'Condition:' with a search box containing 'Adhesive Capsulitis' and a dropdown menu showing 'Synonyms: Frozen Shoulder Disorder'.
- 'Treatment / Test:' with a dropdown menu set to 'All'.

The results table is as follows:

Treatment / Test	Recommendation	Action
Definition	Recommended	Select
Manipulation	Conditional	Select
Manipulation Under General Anesthesia	Conditional	Select
Post-operative Therapy	Recommended	Select
Radiographic Imaging (X-ray)	Not Recommended	
Ultrasound	Conditional	Select



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.

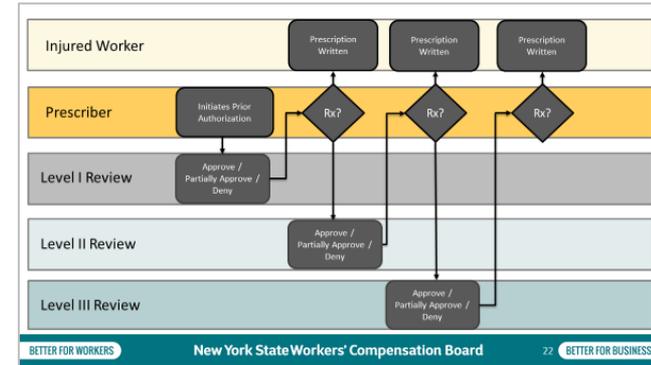
Q

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





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?



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

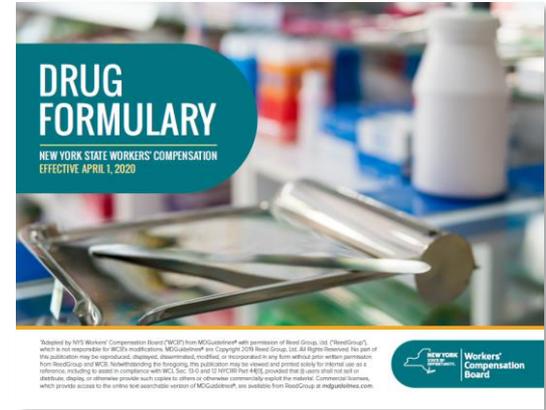
Yes, the *DME Fee Schedule* and the date by which prescription refills must comply with the Drug Formulary have been changed to go into effect in the second quarter of 2021, alongside OnBoard Limited Release.



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

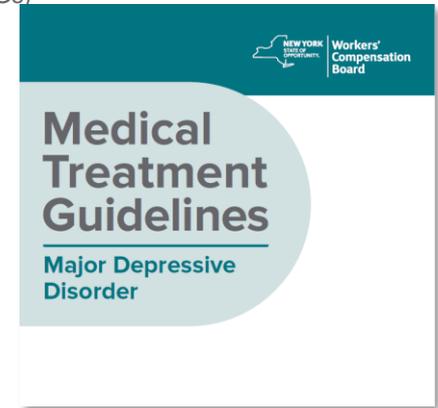
Projects Timed with OnBoard: Limited Release

- ***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.



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



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!

The image shows a screenshot of a website's navigation menu and a resources page. The navigation menu on the left is dark with white text, listing sections: Overview, Timeline, OnBoard: General FAQs, OnBoard: Limited Release, Get Involved & Stay Informed, A Business Process Re-Engineering Project, and Resources. The resources page on the right has a white background and is titled 'Resources'. It features four sections: 'Videos' with one link 'Intro to OnBoard: Video'; 'Fact Sheets' with four links related to 'OnBoard: Limited Release' for various groups; 'Frequently Asked Questions' with three links for 'OnBoard: Limited Release' regarding Health Care Provider FAQs, Insurer FAQs, and Attorney FAQs; and 'Webinars' with five links for various webinars, including one for Physical Therapists and others for Health Care Providers, Insurers, Attorneys, and the Business Information System (BIS) project.

Upcoming Website Updates

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

The screenshot displays a website layout with a dark navigation sidebar on the left and a white content area on the right. The sidebar contains a 'SECTIONS' menu with the following items: Overview, Timeline (highlighted with a red box), OnBoard: General FAQs, OnBoard: Limited Release, Get Involved & Stay Informed, and A Business Process Re-Engineering Project. Below the sidebar is a 'Resources' section. The main content area features several sections: 'Resources' (with a sub-section 'Videos' containing one link), 'Fact Sheets' (with four links), 'Frequently Asked Questions' (with three links), and 'Webinars' (with five links). Each link in the Fact Sheets, FAQs, and Webinars sections includes a small red icon.

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



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