



**Workers'  
Compensation  
Board**



**Question and Answer Session for Health Care Providers and Medical Suppliers**

**BETTER FOR WORKERS**

**New York State Workers' Compensation Board**

**BETTER FOR BUSINESS**



What is the process for submitting a PAR?



1. Provider submits PAR in OnBoard.
2. Submitted PAR routed to payer.
3. Email notifications sent to provider when payer responds to PAR.
4. View response in OnBoard and escalate as needed.



Can one organization with multiple providers use one account to process all requests?



All health care providers and assigned delegates must have an individual Board-assigned User ID; a single User ID cannot be provided to a provider group (under a single Tax ID number) to be shared by the group's providers and delegates.

For registration information, visit the Medical Portal Access and Administration web pages for health care providers.



What is the process for assigning provider delegates in OnBoard?



Health care providers will use their Medical Portal login credentials to access the Health Care Provider Administration to add delegated users. These users will be allowed to access OnBoard on behalf of the provider to perform functions based on their user role.



Is there a process for appealing a Medication PAR decision?



The provider can choose to escalate a Medication PAR denial or grant in part to Level 2 (insurer's physician) for review. Similarly, the provider can choose to escalate a denial or grant in part by Level 2 to Level 3 (WCB Medical Director's Office) for review. Claimants and/or their attorneys can file *Form RFA-1W* or *Form RFA-1LC* to request WCB adjudication review of a denial or grant in part by Level 3.



Will third party billing companies be able to create their own User ID for MG-2/C-4Auth/HP1 submissions?



Providers will be required to request Medical Portal access for employees of their third-party billing company and assign them the role of Billing Delegate to submit *Form HP-1.0s*.

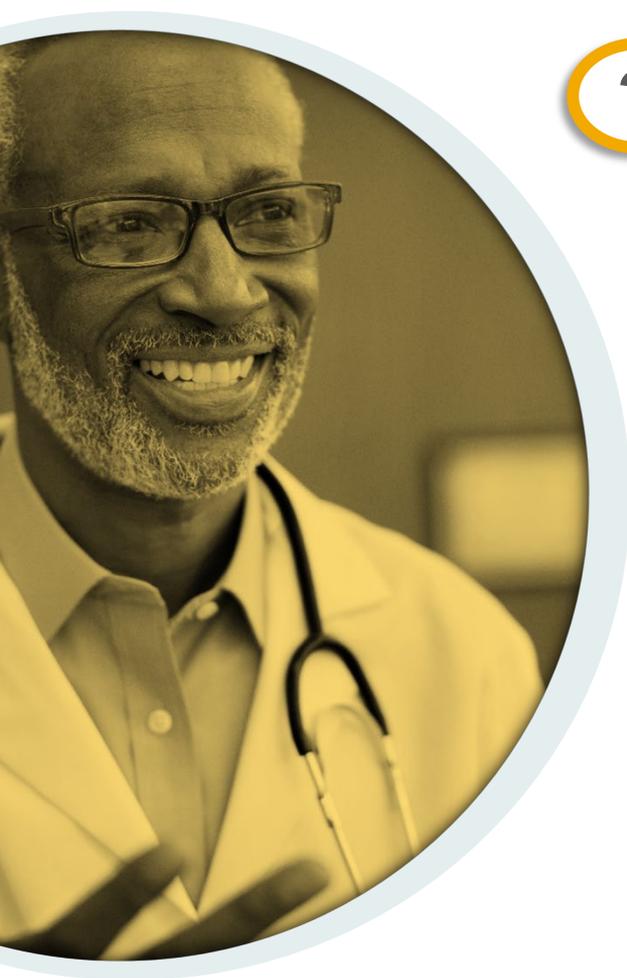
When Phase 3 is implemented, the *MG-2* and *C-4 AUTH* forms will no longer be accepted and will be replaced with Testing and Treatment PARs in OnBoard.



How many users can one provider assign as delegates?



A provider can assign as many delegates as necessary. The provider and each delegate will need their own Board-assigned User ID. The provider and all delegates will receive an email or text message based upon their user preferences within OnBoard when a PAR status changes.



Can a physician allow access to a pharmacy, to obtain prior authorization for a medication they have sent over that is not on the Drug Formulary?



A pharmacy or pharmacy employee may not serve as a delegate of the provider/prescriber to prepare PARs.



Do providers need to submit requests for DME through OnBoard?



Effective April 4, 2022, providers will be required to adhere to the Official New York Workers' Compensation Durable Medical Equipment (DME) Fee Schedule. They will be required to submit a DME PAR, in OnBoard, for equipment not listed in the fee schedule or listed but with the indicator that a PAR is required.

DME instructions are now available on the OnBoard web page for providers. A DME training webinar was also announced; visit the Upcoming Webinars web page for more information.



Will Medical Suppliers be able to submit DME PARs via OnBoard?



Vendors will not be able to submit PARs. Only the prescribing provider can submit DME PARs in OnBoard.



Can insurers partner with specific DME companies for use of equipment?



Insurers may offer – but cannot require – injured workers to use a specific company for DME requests. The insurer will be required to identify two sources of obtaining the requested DME (must be comparable to the requested item/brand, and deliverable in the same timeframe) if they approve it for less than the fee schedule allows. If it meets this requirement, the insurer may provide the network partner details.

**General Questions: [OnBoard@wcb.ny.gov](mailto:OnBoard@wcb.ny.gov)**

**Other Questions: (877) 632-4996**

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