



Registration, access and administration for medical suppliers

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I. Overview

Medical suppliers need access to the Medical Portal to use OnBoard: Limited Release to submit a *Request for Decision on Unpaid Medical Bills (Form HP-1.0)*. The information in this guide details how to request (or register) for access and how to designate and manage user roles in the system.

II. Medical Portal access

If you are not an acupuncturist, chiropractor, licensed clinical social worker, physician, physician assistant, nurse practitioner, podiatrist, psychologist, physical therapist, occupational therapist, dentist, audiologist, or optometrist, and you need to submit *Form HP-1.0* on behalf of your organization, you will register as a medical supplier. If you are one of these types of health care providers, follow the registration guide for health care providers.

If submitting *Form HP-1.0* on behalf of an individual health care provider, you should have that provider add you as a Delegated User if they have not done so already. For details on providers adding delegates, view the registration guide for health care providers.

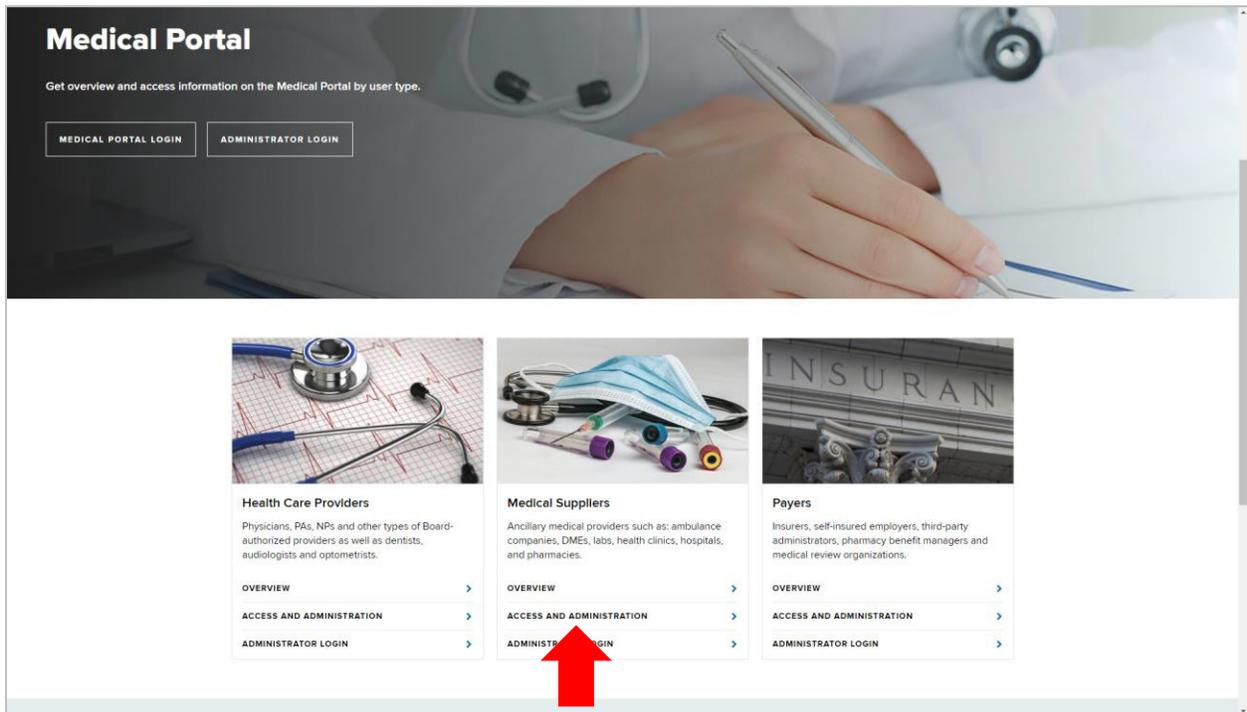
III. Role types

Medical Supplier Roles	Responsibilities
Online Administrator <i>Required to create and keep designated contact and user</i>	<ul style="list-style-type: none">• Uses Medical Portal login credentials to access the medical supplier administration application.• Adds/modifies users and billing

<p><i>information current. There must be at least one Online Administrator; more than one is recommended.</i></p>	<ul style="list-style-type: none">delegates.Adds or removes other Online Administrators.
<p>Billing Delegate (User)</p> <p><i>OnBoard users are assigned as a Billing Delegate by the Online Administrator within Medical Portal administration.</i></p>	<ul style="list-style-type: none">Drafts and submits <i>Form HP-1.0</i> for the medical supplier.If medical supplier uses a billing agent to submit medical bills, the medical supplier's Online Administrator will need to set up user accounts for any employee of the billing agent who will be allowed to submit <i>Form HP-1.0</i> on behalf of the medical supplier.

IV. Requesting access to the Medical Portal for medical suppliers

1. Visit wcb.ny.gov/medicalportal.
2. Select [Access and Administration](#) under Medical Suppliers.



3. Select **Requirements** in the left column. Then select **Sign Up for Access to the Medical Portal**.

SECTIONS

- Request Access
- Requirements**
- Administration

Requirements

- The medical supplier will be required to enter their organizations NPI and FEIN. If you are a health care provider who needs to sign up as a medical supplier and you have questions on completing the form, please call the Board's Toll-Free Customer Service Number (877) 632-4996
- As part of the request for access, the medical supplier must identify an administrator who will be responsible for requesting and removing access for Medical Portal users within the organization.

SIGN UP FOR ACCESS TO THE MEDICAL PORTAL

Medical Supplier Online Administration

The Medical Supplier Administrator is an employee of the medical supplier. The administrator will use the Medical Supplier Administration application to keep designated contact and user information up to date. The administrator will use their Medical Portal login credentials to access the Medical Supplier Administration application.

My Profile

This will display the information that the Board currently has on file for the logged in administrator. If any of the information is incorrect, the administrator may submit updated information using the modify button.

Online Administrators

The first table will display a list of online administrators that have been designated by the medical supplier. There must be at least one online administrator, however the Board recommends having more than one

Online administrators will add/modify/remove users who can submit medical billing disputes, as well as adding or removing other administrators for the medical supplier. They are required to maintain accurate information within the applications.

Adding an administrator

- Select the **Add User** button from online administrator's screen.
- Enter the requested administrator's information and submit.
- A confirmation of the submission pop-up message will appear.
- Requests are processed in the order that they are received. Access may be granted as early as the following business day or may take three to five businesses for processing.
- The administrator's login credentials will be emailed to the email address entered in the request.

4. Review the information on this page. Then select **Continue**.

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Online Registrations

Medical Portal Access

Medical suppliers who are interested in using the Board's Medical Portal must sign up for access.

IMPORTANT! Before proceeding, please note:

- The medical supplier's organizational National Provider Identification (NPI) number is required.
- Complete both the Organization Information and the User Information tabs.
- Organizations must designate at least one administrator who will be responsible for managing new users and removing users who should no longer have access to the Medical Portal.

You will receive a confirmation number from the Board upon submission of your request for access. Please keep this number for future reference. Registrations may take up to three to five business days for processing.

Continue **Cancel Registration**

You can send an e-mail to WCBCustomerSupport@wcb.ny.gov if you have any questions regarding this registration.

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CONNECT WITH US

5. In the Medical Supplier Information tab, enter the registering medical suppliertype, name, National Provider Identifier (NPI) number, Federal Tax Identification Number (FEIN) and address. Select **Next**.

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Online Registration

Medical Portal - Initial Registration

Medical Supplier Information **User Information**

***The Registering Medical Supplier is:**

Please Select...

***Name:** ***NPI Number:** ***FEIN:**

Address:

***Address Line 1:** **Line 2:**

***City:** ***State:** ***Zip Code:**

Next

6. In the User Information tab, begin by entering the information for the Administrator role. After entering the Administrator information, select **Add User** to add a user to the registration. Continue selecting **Add User** until you have entered user information for all users. Select **Submit**. If your organization already has an Administrator registered for the Medical Portal, the Administrator can add new users within Medical Portal administration.

Online Registration

Medical Portal - Initial Registration

Medical Supplier Information **User Information**

User Information:

***User's Role is:**

Administrator
 User

***First Name:** **MI:** ***Last Name:**

***Address Line 1:** **Address Line 2:**

***City:** ***State:** ***Zip Code:**

***Area Code:** ***Phone Number:** **Extension:**

***Email:**

***User Role is:**

Administrator
 User

***First Name:** **MI:** ***Last Name:**

***Address Line 1:** **Address Line 2:**

***City:** ***State:** ***Zip Code:**

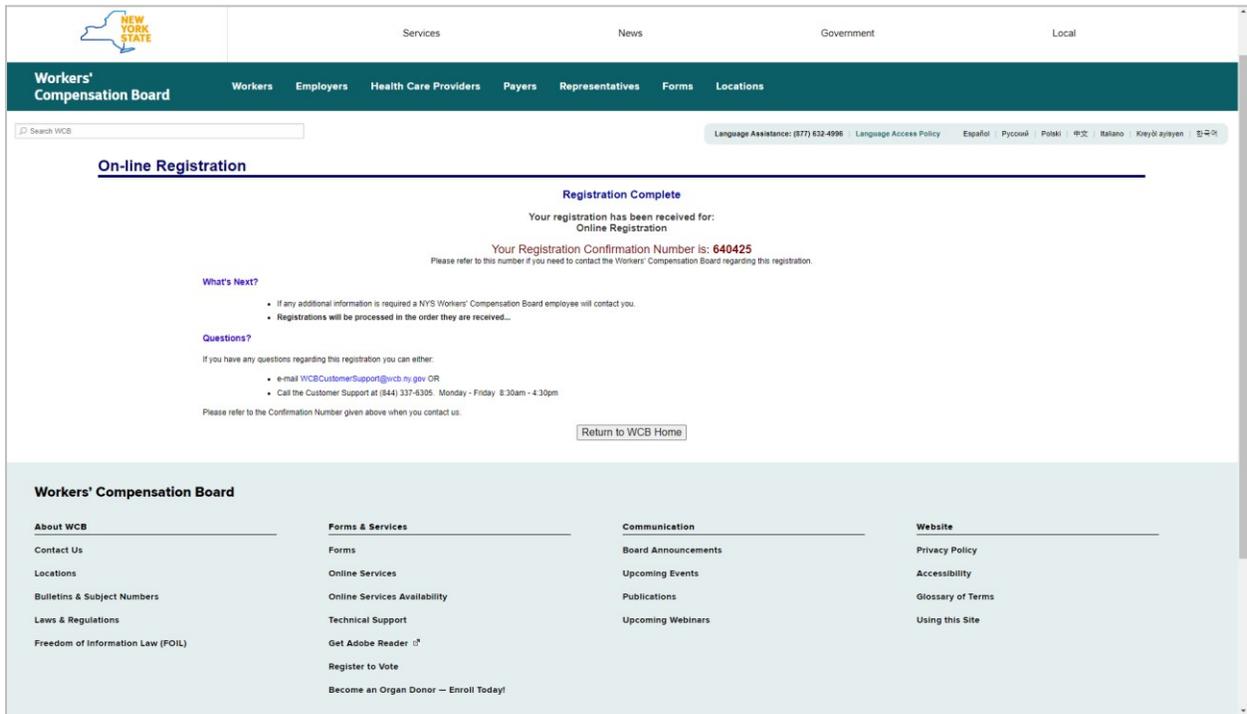
***Area Code:** ***Phone Number:** **Ext:**

***Email:**

Add User **Remove User**

Previous **Submit**

7. After selecting **Submit**, the Registration Complete page will show.

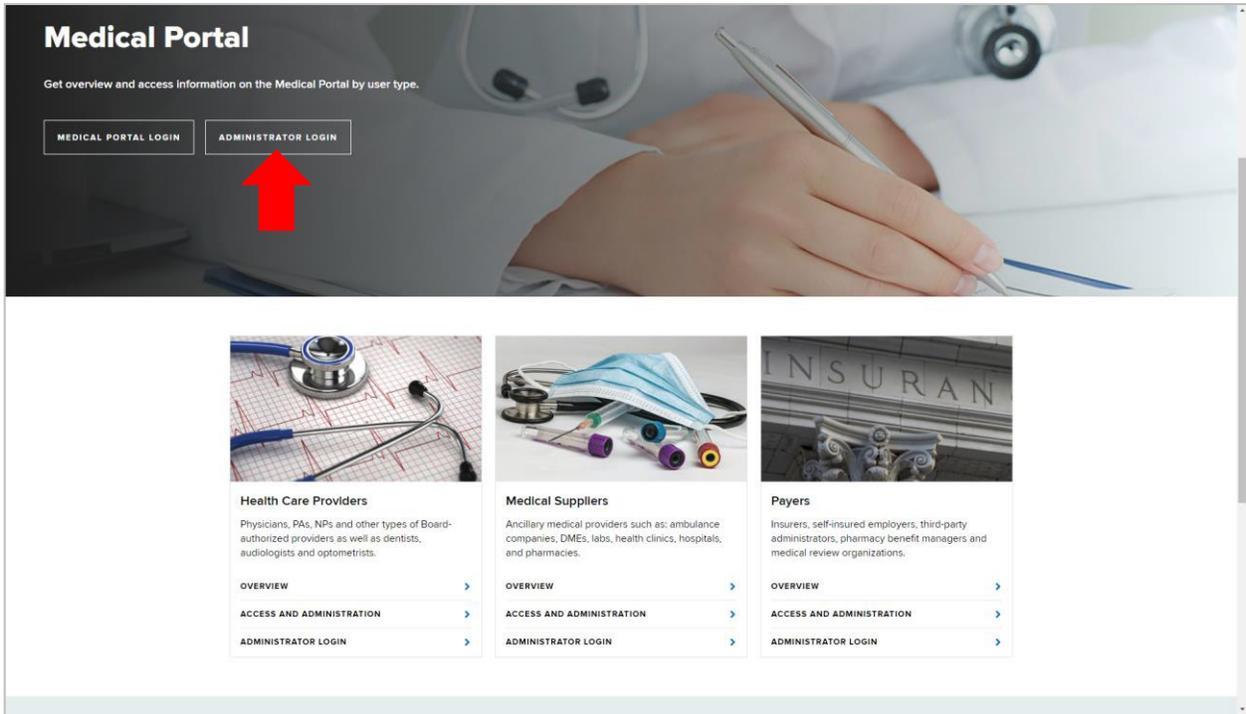


It may take up to three to five business days for the Board to complete the review of your registration. Once approved, a message will be sent to the email address you provided in the registration with your NY.gov ID username and temporary password.

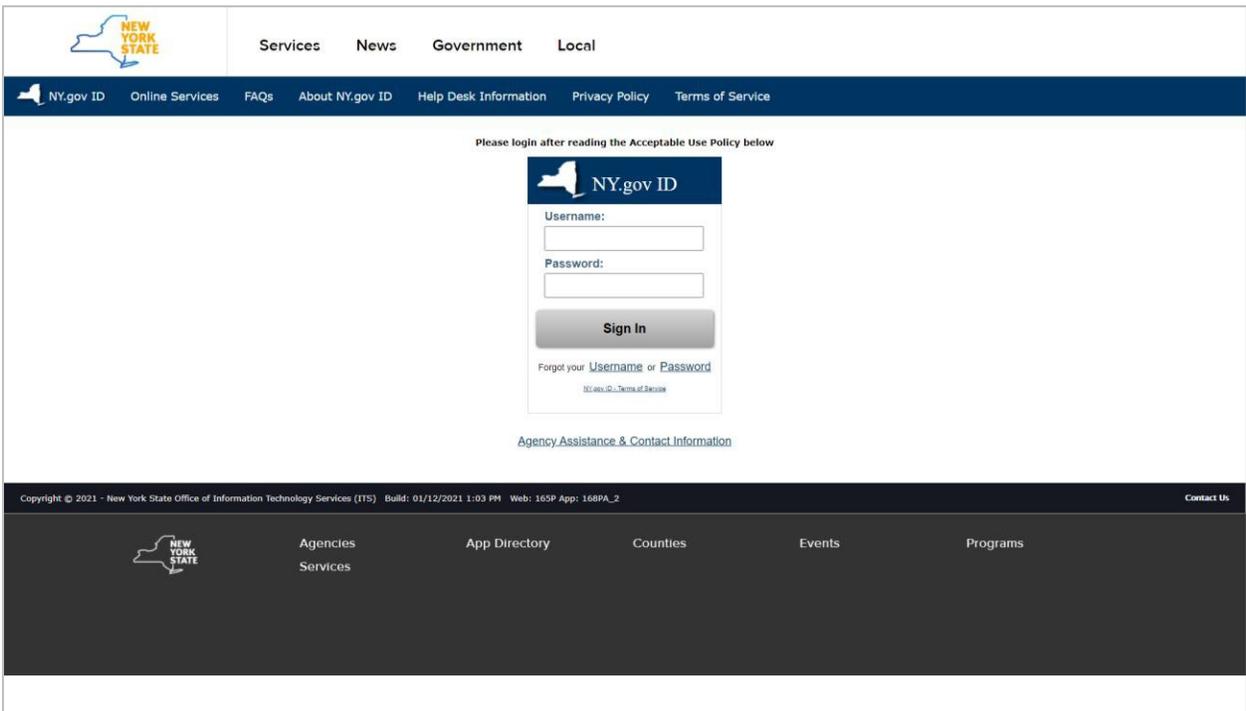
V. Managing your profile, online administrators, and users for medical suppliers

Medical supplier Online Administrators can manage other delegated Online Administrators and users for OnBoard: Limited Release. They will log in using their Medical Portal NY.gov ID username and password. The NY.gov ID used to access the Medical Portal is separate and apart from the NY.gov ID that may be used for other NYS agencies, such as the Department of Motor Vehicles and Taxation and Finance.

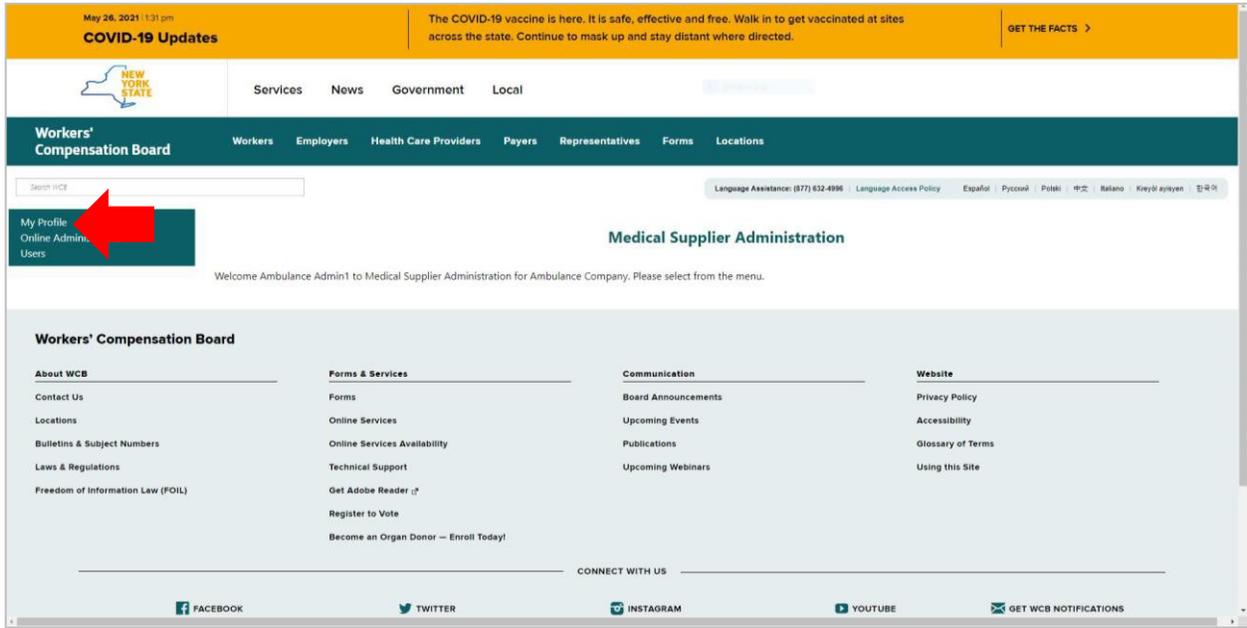
1. Visit wcb.ny.gov/medicalportal.
2. Select Administrator Login.



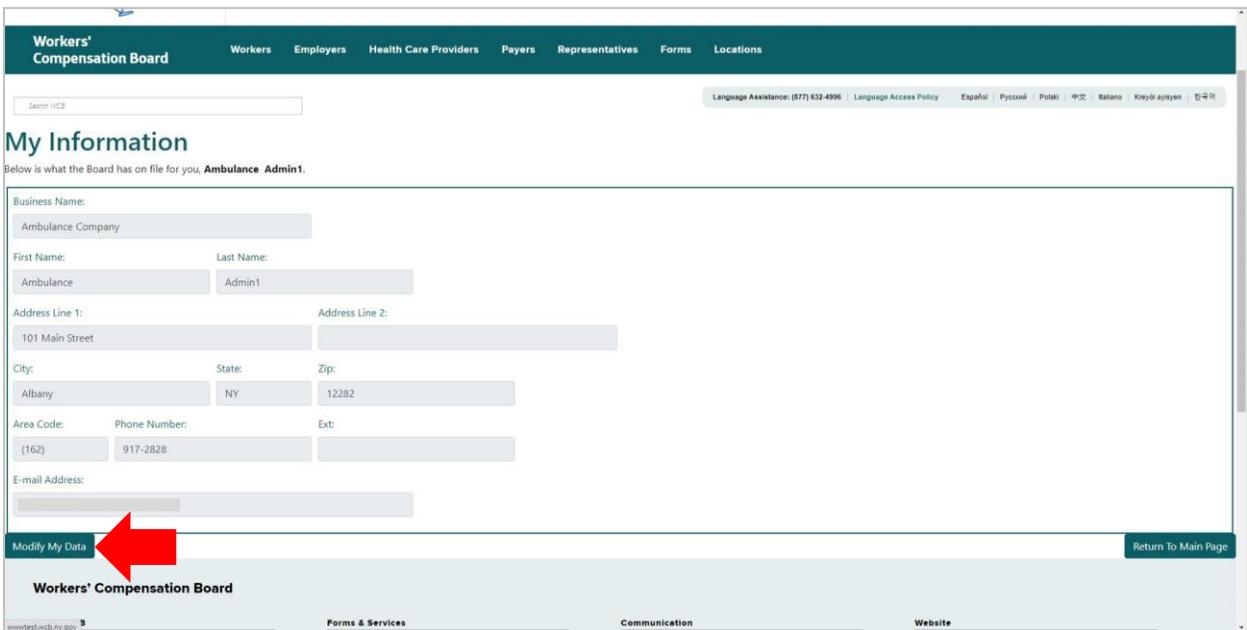
3. Enter your Medical Portal NY.gov ID username and password.



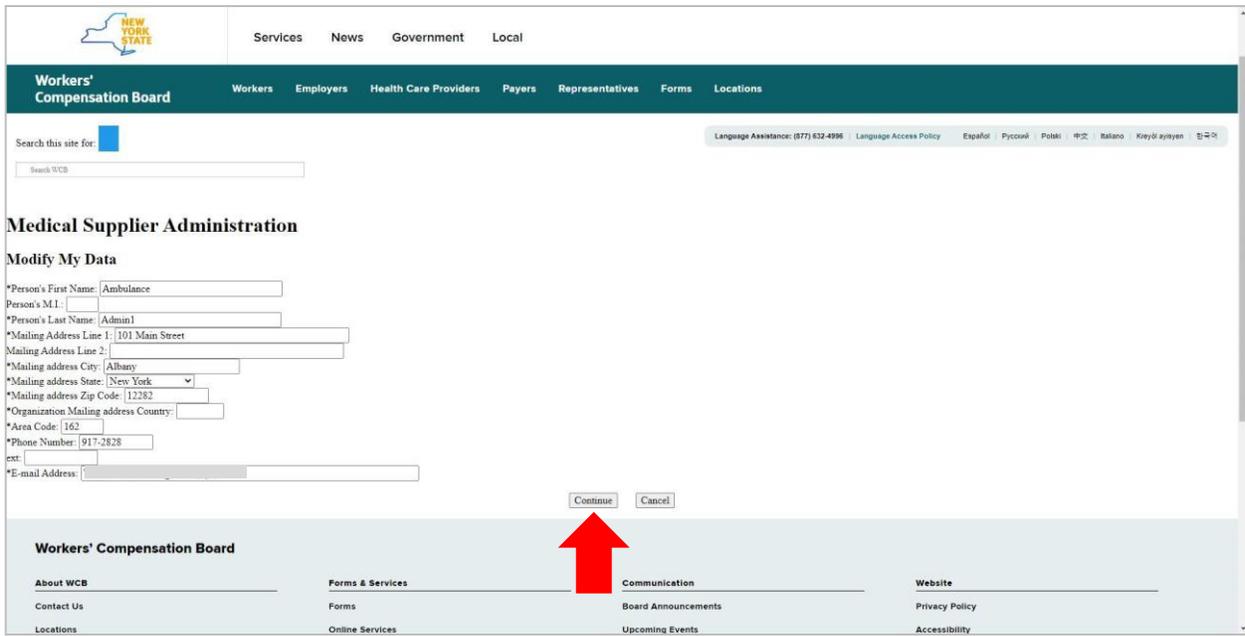
4. The Medical Supplier Administration page will allow you to manage your profile, other Online Administrators, and users in the system. The first option in the menu is **My Profile**. Select **My Profile** to edit your profile information.



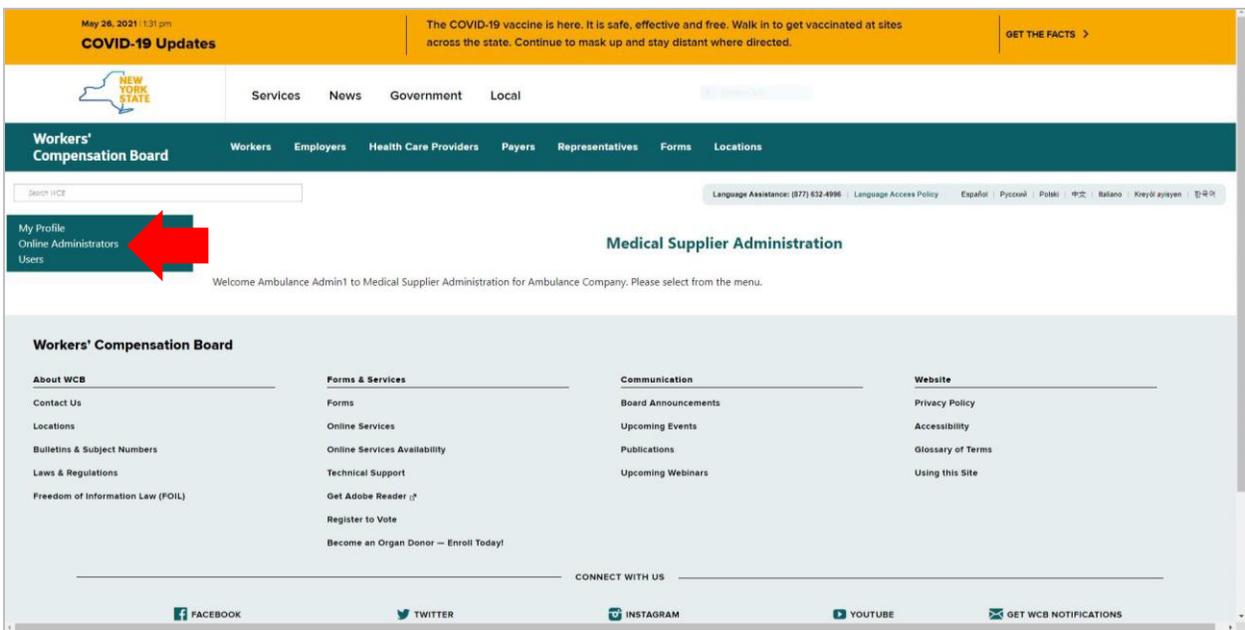
5. Confirm the information is accurate. The mailing address in your profile will be used for communications from the Board. If you need to edit the information, select **Modify My Data** on the bottom left.



6. Update the information as needed and select **Continue**.



7. Select **Online Administrators** to remove, modify, or add new OnlineAdministrators.



8. The Online Administrators page will show two boxes. The first box lists administrators who are currently designated as an Online Administrator. To remove an Online Administrator, select the **Remove** button in that Online Administrator's row. The Online Administrator's information will move from the first box to the second box. Use the **Modify** button to update information for an Online Administrator. Note: There must be atleast one Online Administrator. You can't remove yourself.

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Medical Supplier Administration

Medical Supplier Online Administrator

Below is a list of users who **have** a Medical Supplier Online Administrator designation for **Ambulance Company**. Please note - there must be **at least 1** Medical Supplier Online Administrator. You can't remove yourself from Medical Supplier Online Administrator.

First Name	Last Name	Phone #	eMail	Remove	Modify
Ambulance	Admin1	(162) 917-2828		Remove	Modify

Showing 1 to 1 of 1 entries

Below is a list of users who **DON'T have** a Medical Supplier Online Administrator designation who are associated with **Ambulance Company** for the Medical Portal in some manner.

First Name	Last Name	Phone #	eMail	Add
Ambulance	User1	(728) 171-1128		Add

Showing 1 to 1 of 1 entries

Need to add someone new?

Add New User

9. The second box shows a list of users who do not have an Online Administrator designation. To designate an Online Administrator, select the **Add** button in that user's row.

Workers' Compensation Board

Medical Supplier Administration

Medical Supplier Online Administrator

Below is a list of users who **have** a Medical Supplier Online Administrator designation for **Ambulance Company**. Please note - there must be **at least 1** Medical Supplier Online Administrator. You can't remove yourself from Medical Supplier Online Administrator.

First Name	Last Name	Phone #	eMail	Remove	Modify
Ambulance	Admin1	(162) 917-2828		Remove	Modify

Showing 1 to 1 of 1 entries

Below is a list of users who **DON'T have** a Medical Supplier Online Administrator designation who are associated with **Ambulance Company** for the Medical Portal in some manner.

First Name	Last Name	Phone #	eMail	Add
Ambulance	User1	(728) 171-1128		Add

Showing 1 to 1 of 1 entries

Need to add someone new?

Add New User

10. If a new user is not listed in the second box, they will need to be registered as an Online Administrator. Select **Add New User**.

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My Profile Online Administrators Users

Medical Supplier Administration

Medical Supplier Online Administrator

Below is a list of users who **have** a Medical Supplier Online Administrator designation for **Ambulance Company**. Please note - there must be **at least 1** Medical Supplier Online Administrator. You can't remove yourself from Medical Supplier Online Administrator.

Show 5 entries Search: []

First Name	Last Name	Phone #	eMail	Remove	Modify
Ambulance	Admin1	(162) 917-2828	[]	Remove	Modify

Showing 1 to 1 of 1 entries Previous 1 Next

Below is a list of users who **DON'T have** a Medical Supplier Online Administrator designation who are associated with **Ambulance Company** for the Medical Portal in some manner.

Show 5 entries Search: []

First Name	Last Name	Phone #	eMail	Add
Ambulance	User1	(728) 171-1128	[]	Add

Showing 1 to 1 of 1 entries Previous 1 Next

Need to add someone new?

[Add New User](#)

11. Enter the new user information. Once submitted, the add user request is sent to the Board for processing. Once processed, the user will receive a NY.gov ID username and temporary password via the email address submitted on the form. Select **Continue**.

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Medical Supplier Administration

Add New User

*First Name: [] M.I.: [] *Last Name: []

*Address Line 1: [] Address Line 2: []

*City: [] *State: New York *Zip Code: 12345

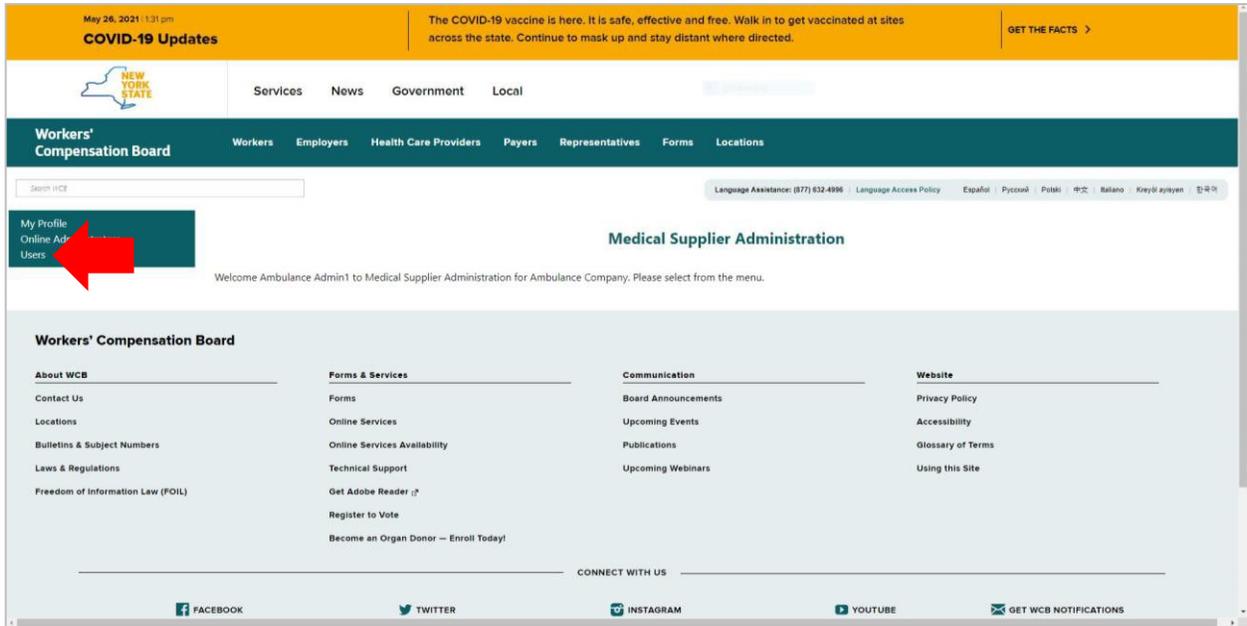
*Area Code: 123 *Phone Number: 456-7890 ext: []

*E-mail Address: test@test.com

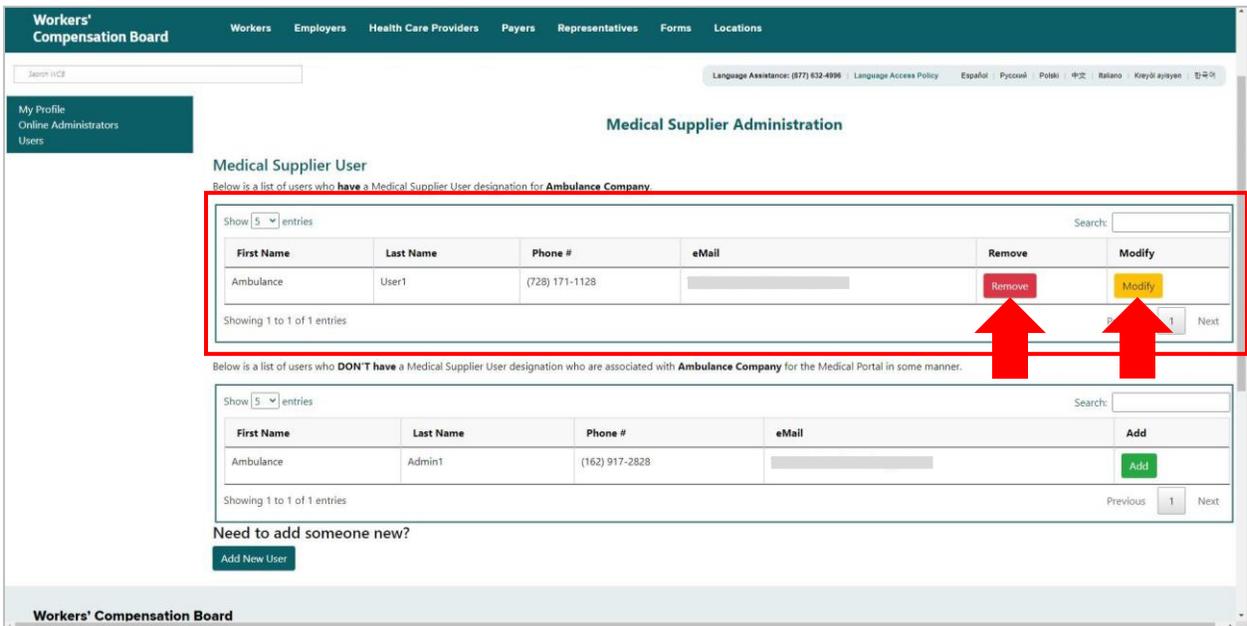
Comments: []

[Continue](#) [Cancel Add](#)

12. Select **Users** to remove, modify, or add new users to submit *Form HP-1.0* in OnBoard: Limited Release.



13. The Users page will show two boxes. The first box lists users who are designated to submit *Form HP-1.0*. To remove a user, select the **Remove** button in that user's row. The user's information will move from the first box to the second box. Use the **Modify** button to update information for a user.



14. The second box shows a list of users who are not designated. To designate a user, select the **Add** button in that user's row.

The screenshot shows the 'Medical Supplier Administration' page. It features two tables of users. The first table lists users with a 'Medical Supplier User' designation for 'Ambulance Company'. The second table lists users who do not have this designation. A red box highlights the second table, and a red arrow points to the 'Add' button in the 'Add' column of the second row.

First Name	Last Name	Phone #	eMail	Remove	Modify
Ambulance	User1	(728) 171-1128		Remove	Modify

First Name	Last Name	Phone #	eMail	Add
Ambulance	Admin1	(162) 917-2828		Add

15. If a new user is not listed in the second box, they will need to be registered. Select Add New User.

This screenshot is identical to the previous one, but with a red arrow pointing to the 'Add New User' button located below the second table.

16. Enter the new user information. Once submitted, the add user request is sent to the Board for processing. Once processed, the user will receive a NY.gov ID username and temporary password via the email address submitted on the registration. Select **Continue**.

The screenshot shows the 'Add New User' form in the Medical Supplier Administration section of the Workers' Compensation Board website. The form is titled 'Add New User' and contains the following fields:

- *First Name: (placeholder: First Name)
- M.I.:
- *Last Name: (placeholder: Last Name)
- *Address Line 1: (placeholder: Address)
- Address Line 2: (placeholder: Floor, Suite, Apt.)
- *City: (placeholder: City)
- *State: (placeholder: New York)
- *Zip Code: (placeholder: 12345)
- *Area Code: (placeholder: 123)
- *Phone Number: (placeholder: 456-7890)
- ext:
- *E-mail Address: (placeholder: test@test.com)
- Comments:

At the bottom of the form, there are two buttons: 'Continue' and 'Cancel Add'. A red arrow points to the 'Continue' button. The URL 'www.test.wcb.ny.gov' is visible in the bottom left corner.

VI. Need help?

Medical Portal access: wcb.ny.gov/medicalportal

General registration questions: Customer Service (877) 632-4996

Technical assistance: WCBCustomerSupport@wcb.ny.gov

OnBoard webpage: wcb.ny.gov/onboard

Email OnBoard: OnBoard@wcb.ny.gov