

OnBoard: Limited Release

What claimant attorneys need to know

What is OnBoard?

OnBoard is a new, online business information system that the New York State Workers' Compensation Board (Board) is building from the ground up. OnBoard will eventually replace the Board's legacy paper-based claims systems, such as eCase, with a single, web-based platform, providing stakeholders with increased accuracy, paperless transactions and a user-friendly interface for interacting with the Board. OnBoard will be a better system for a better Board.

What is OnBoard: Limited Release?

OnBoard: Limited Release is the first phase of OnBoard, designed to move several key processes for health care providers and insurers from paper to online as soon as possible. This includes the prior authorization request (PAR) process for treatment that falls outside of the *Workers' Compensation Board's New York Medical Treatment Guidelines (MTGs)* and other variances, as well as the submission of *Request for Decision on Unpaid Medical Bill(s) (Form HP-1)*.

What PARs will be included?

MTG Confirmation	Requests (previously done using the <i>Attending Doctor's Request for Optional Prior Approval and Carrier's/Employer's Response [Form MG-1]</i>).
MTG Variance	Requests (previously done using the <i>Attending Doctor's Request for Approval of Variance and Carrier's Response [Form MG-2]</i>).
MTG Special Services	Requests, which include only the 12 MTG-related requests on the <i>Attending Doctor's Request for Authorization and Carrier's Response (Form C-4 AUTH)</i> .
Non-MTG Over \$1,000	Requests for treatment costing over \$1,000 for non-MTG body parts previously done on <i>Form C-4 AUTH</i> .
Non-MTG Under \$1,000	Requests for treatment costing \$1,000 or less for non-MTG body parts (new PAR type).
Medication	Requests (replacing the current <i>New York Workers' Compensation Drug Formulary [Drug Formulary]</i> prior authorization request process).
Durable Medical Equipment	Requests in accordance with the new <i>Official New York Workers' Compensation Durable Medical Equipment (DME) Fee Schedule</i> (new PAR type).



What is changing that claimant attorneys should know?

- Although attorneys will not be users of OnBoard: Limited Release, all documents, including PAR and *Drug Formulary* submission documents in OnBoard: Limited Release, will be saved to the case folder in eCase.
- Claimant attorneys will be able to receive email notifications of PAR activities by providing their organizational email address in the eCase Administrator window, here: wcb.ny.gov/content/ebiz/ecase/administrators.jsp.
- *Orders of the Chair* may be generated automatically if the insurer fails to respond within the designated time frame. This will greatly reduce the need for claimants and claimant attorneys to track and follow up on *Orders of the Chair*.
- Claimant attorneys will be able to submit a *Request for Further Action by Legal Counsel (Form RFA-1LC)* for the following:
 - To request review by Adjudication after a denial by the insurer for “Administrative,” “No Jurisdiction,” or “Independent Medical Examination Scheduling” reasons for the following PAR types within 21 calendar days:
 - DME
 - MTG Confirmation
 - MTG Variance
 - MTG Special Services
 - Non-MTG Over \$1,000
 - Non-MTG Under \$1,000
 - To request review by Adjudication after a partial grant or denial by the insurer for medical reasons that is supported by an independent medical examination for these PAR types within 21 calendar days:
 - MTG Variance
 - MTG Special Services

- To request review by Adjudication after a Level 3/Medical Director’s Office response for these PAR types:
 - Medication — at any time
 - DME — at any time
 - MTG Variance — within 21 calendar days
 - MTG Special Services — within 21 calendar days

What should claimant attorneys do now to prepare?

OnBoard: Limited Release is anticipated for release in the mid second quarter of 2021. You should register for eCase, if you are not already registered. All documents, including PAR and *Drug Formulary* submissions, will be placed in eCase. If an attorney is assigned an R Number, has an email address in their profile and is associated/on notice to the claim on which the PAR is filed, they will receive an email alerting them of most actions, and directing them to review the document in eCase.

To register for eCase, go to wcb.ny.gov and select the eCase icon on the home page.

How can claimant attorneys learn more about OnBoard?

- Attend the monthly webinars for attorneys. Register at wcb.ny.gov/webinars.
- Visit wcb.ny.gov/onboard to stay informed — find information for claimant attorneys, an Introduction to OnBoard video, webinar recordings, project timeline, and FAQs.
- Subscribe to receive OnBoard-related news straight to your inbox at wcb.ny.gov/onboard/#get-involved.
- Email OnBoard@wcb.ny.gov with general questions about OnBoard.