

# OnBoard: Limited Release

## What health care providers 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 health care providers should know?

- PARs are going paperless; faxes will no longer be used.
- Health care providers will have an easy-to-use dashboard for checking PAR status and any required actions.
- The system will send PAR status updates via email and/or text.
- Health care providers will now raise billing disputes by submitting the **Form HP-1** online, ensuring accuracy and timely receipt. *Note:* For now, health care providers will continue to receive insurer responses by mail, and the objection and judgement processes will remain paper based.
- The new process for submitting **Form MG-1** will be optional for health care providers, but mandatory for insurers.

### What should health care providers do now to prepare?

- Review existing optional prior approval and variance request processes (**Form MG-1** and **Form MG-2**) to identify potential impacts.
- Modify current processes to align with the new system, particularly the PAR dashboard and PAR email notifications, which alert insurers of important PAR status updates.
- Begin planning for staff training and administrative support. The Board will be publishing training materials in the future to support the rollout of the new system.
- Sign up to receive OnBoard: Limited Release updates at [wcb.ny.gov/onboard/#get-involved](https://wcb.ny.gov/onboard/#get-involved).

### How can health care providers register?

All health care providers who currently have access to the Medical Portal will automatically be granted access to a new online administrator function in OnBoard: Limited Release during the mid second quarter of 2021 (calendar year). This will enable health care providers to add delegated users to assist the health care provider with the drafting of PARs and **Form HP-1** submissions. The health care provider (administrator) will use their Medical Portal login credentials to access OnBoard: Limited Release.

### How can health care providers learn more about OnBoard?

- Attend the monthly webinars for health care providers. Register at [wcb.ny.gov/webinars](https://wcb.ny.gov/webinars).
- Visit [wcb.ny.gov/onboard](https://wcb.ny.gov/onboard) to stay informed — find information for health care providers, an Introduction to OnBoard video, webinar recordings, project timeline, and FAQs.
- Subscribe to receive updates about OnBoard: Limited Release access and other OnBoard-related news straight to your inbox at [wcb.ny.gov/onboard/#get-involved](https://wcb.ny.gov/onboard/#get-involved).
- Email [OnBoard@wcb.ny.gov](mailto:OnBoard@wcb.ny.gov) with general questions about OnBoard.

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Sign up for WCB Notifications at: [wcb.ny.gov/Notify](https://wcb.ny.gov/Notify)

## WCB.NY.GOV/ONBOARD

The New York State Workers' Compensation Board protects the rights of employees and employers by ensuring the proper delivery of benefits and by promoting compliance with the law. To learn more about the Workers' Compensation Board, visit [wcb.ny.gov](https://wcb.ny.gov).



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