

OnBoard: Limited Release

What insurer 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 insurer 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 injured workers' case folder in eCase.
- PARs will be assigned to the insurer's claim administrator or, if there is more than one, the claim administrator who made the most recent *First or Subsequent Report of Injury (FROI/SROI)* filing for the claim. Claim administrators can also assign users access to PARs.
- If there are no *FROI/SROI* filings, then the Board will assign the PAR to one of the insurer's claim administrators, who must respond.
- PARs cannot be reassigned among claim administrators.
- Failure to respond timely may result in an *Order of the Chair*. *Orders of the Chair* may be generated automatically if the insurer fails to respond within the designated time frame. *Orders of the Chair* are final, may include a penalty and cannot be objected to.

What should insurer 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.

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

How can insurer 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 insurer 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.

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