

OnBoard: Limited Release

What insurers 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 insurers should know?

- PARs are going paperless; faxes will no longer be used.
- The new process for submitting the **Form MG-1**, while optional for health care providers, will be mandatory for insurers.
- Health care providers will now raise billing disputes by submitting the **Form HP-1** online, ensuring accuracy and timely receipt. *Note:* For now, the processing of **Form HP-1** after submission will remain the same.
- OnBoard's easy-to-use dashboard will accelerate case status notification.
- The system will send PAR status updates via email and/or text.
- Insurers will now provide the email address for their Pharmacy Benefit Manager or other party responsible for informing the pharmacy of the approval or denial of a Medication PAR — allowing for all medication-related decisions to be automatically sent to the appropriate party.

What should insurers 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.

How can insurers register?

All online user administrators who currently have access to the Medical Portal will automatically be granted access to OnBoard: Limited Release in the mid second quarter of 2021 (calendar year). This will enable administrators to add users to the additional roles that will be required for their organization, as well as add new notification emails. The administrator will use their Medical Portal login credentials to log into OnBoard: Limited Release.

How can insurers learn more about OnBoard?

- Attend the monthly webinars for insurers. Register at wcb.ny.gov/webinars.
- Visit wcb.ny.gov/onboard to stay informed — find information for insurers, 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.
- Email OnBoard@wcb.ny.gov with general questions about OnBoard.

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