



**Workers'
Compensation
Board**

June 13, 2024

NYSIA 2024 Spring Workshop

Chair Clarissa Rodriguez with Advocate for Business Anthony Tomaselli

Agenda

- Return of in-person hearings
- OnBoard update
- Medical treatment guidelines and fee schedules:
what's next
- Office of the Advocate for Business
- Your questions

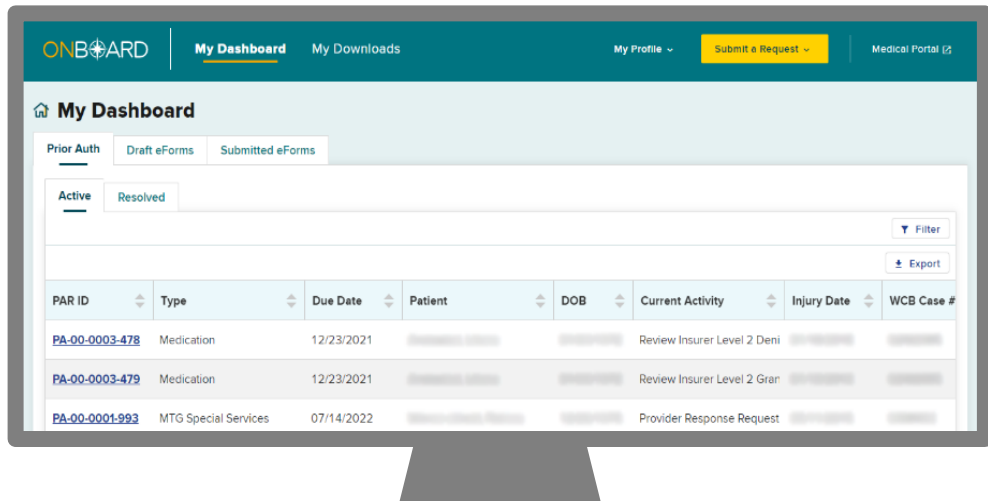
Coming soon: In-person hearings

- Board currently planning for fall 2024 reopening of statewide hearing centers
- Injured workers will have the option to attend hearings in person
- Virtual hearings are here for good; will remain an option



OnBoard updates

- OnBoard Phase 1 is **LIVE!**
- Digitizes and streamlines the prior authorization request (PAR) process
- Digitizes the intake of *Request for Decision on Unpaid Medical Bill(s)* (Form HP-1.0)
- Replaced the Drug Formulary previously in the Medical Portal with Medication PARs via OnBoard
- To date:
 - 1,756,800+ PARs handled
 - 92.1% without escalation
 - Fewer than 1% needed a hearing



The screenshot displays the 'My Dashboard' interface for OnBoard. The dashboard includes navigation links for 'My Dashboard', 'My Downloads', 'My Profile', and 'Submit a Request'. It features tabs for 'Prior Auth', 'Draft eForms', and 'Submitted eForms'. Below these are filters for 'Active' and 'Resolved' requests, along with 'Filter' and 'Export' buttons. A table lists the following PAR requests:

PAR ID	Type	Due Date	Patient	DOB	Current Activity	Injury Date	WCB Case #
PA-00-0003-478	Medication	12/23/2021	[Redacted]	[Redacted]	Review Insurer Level 2 Deni	[Redacted]	[Redacted]
PA-00-0003-479	Medication	12/23/2021	[Redacted]	[Redacted]	Review Insurer Level 2 Gran	[Redacted]	[Redacted]
PA-00-0001-993	MTG Special Services	07/14/2022	[Redacted]	[Redacted]	Provider Response Request	[Redacted]	[Redacted]

PAR process enhancements

Recent enhancements

- Enable delegate submission of PARs
- Prevent duplicate submissions of *Form HP-1.0*
- Grant without prejudice at Level 1 review
- Level 2 review process updates
- Multi-factor authentication for improved security
- Other system processing efficiencies

Coming soon...

- Ability for claim administrator to reassign PAR to a new TPA
- Enable withdrawal of PARs



OnBoard future deliverables

- **Q4 2024:** Mandatory electronic *Request for Further Action by Legal Counsel (Form RFA-1LC)*
Submittal options: eCase eForm and/or XML options (API, XML file via sFTP)
- **Q2 2025:** Optional electronic *Request for Assistance by Injured Worker (Form RFA-1W)*
Submittal option: eCase eForm
- **Q1 2026:** Mandatory electronic *Request for Further Action by Insurer/Employer (Form RFA-2)*
Submittal options: eCase eForm and/or XML options (API, XML file via sFTP)
- **Future:** New, web-based and feature rich modernized claims platform replacing CIS & eCase
 - Expanded access to claims data
 - Real-time status information and alerts
 - Self-service interaction with the Board
 - Replaces eCase
 - Available 24x7
 - Integration with other Board systems
 - Greatly reduced reliance on paper forms
 - Increased data accuracy, reduced duplication and time delays, and more logical workflows
 - More organized and linked data

OnBoard outreach

■ OnBoard: Limited Release (Phase 1)

- 15+ training webinars
- 6,000+ attendees
- 90+ email communications

■ *Form RFA-1LC*

- Four RFA focus group sessions with claimant attorney firms
- Two technical review sessions with attorney ITS resources
- Coming: *Form RFA-1LC* electronic submission training webinars, Instruction documents, and email communications

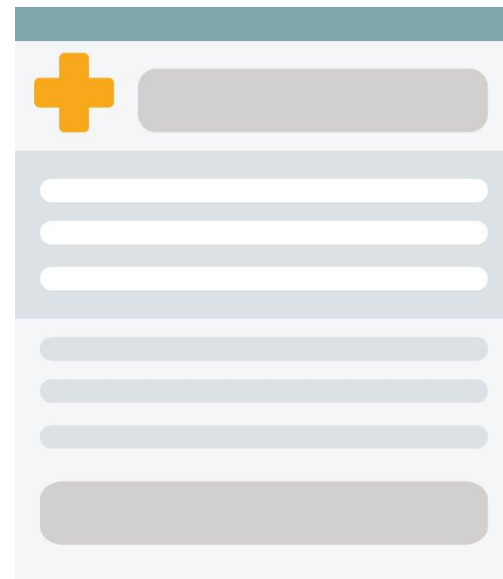
■ eCase

- Five focus group sessions with claimant attorneys, payers, and payer attorneys



Medical Treatment Guidelines (MTGs)

- **16 MTGs based on most common diagnoses and affected body parts.**
 - All MTGs new or updated in 2022
- **MTGs to be updated every 3-5 years, or sooner if medical advances warrant.**
- **MTGs most likely to be updated in 2024/2025:**
 - Hand, Wrist, and Forearm Disorders (including carpal tunnel syndrome)
 - Shoulder Disorders
 - Chronic Pain & Opioids
 - Traumatic Brain Injury
 - Eye Disorders



Medical fee schedules

Going forward, the Board will be updating fee schedules more frequently.

- **Dental:** Dental fee schedule updated in the last six months.
- **Durable Medical Equipment (DME):** Updated annually. The new DME fee schedule was released for public comment to which the Board has responded; effective date for the new schedule will be announced soon.
- **Medical Fee Schedule:** Pending delivery timelines and dependencies on external vendors, we anticipate our updated medical fee schedule will be finalized by year-end.

For more information on the Board's medical fee schedules, visit: wcb.ny.gov/feeschedules

Advocate for Business

Anthony Tomaselli



Workers'
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The infographic features a central white circle with the title 'The Advocate for Business' in teal. This circle is surrounded by four thick, curved segments in orange, teal, yellow, and teal. Four light gray rounded rectangular boxes are arranged around the central circle, each containing a function of the Advocate. Each box has a small colored circle in its corner: orange in the top-left, teal in the top-right, teal in the bottom-left, and yellow in the bottom-right.

The Advocate for Business

Assists individual businesses with coverage and compliance problems

Meets with employer groups and business associations to hear their concerns regarding the system

Educates business owners and government personnel on the workers' compensation system

Reports directly to the Chair of the New York State Workers' Compensation Board

Outreach priorities beginning in 2023

- **Educate start-ups and small businesses**
 - Non-compliance penalties are the #1 reason employers contact us
 - Get to businesses before they are penalized
- **Improve record keeping and data collection**
- **Use data to be more strategic and efficient**
- **Shift posture to be less reactive and more proactive**

What data are we tracking?

- List of potential partner organizations, which is continually growing
- All attempts to contact potential partner organizations
- Types of partner organizations
- Activities and events resulting from contacts
- Type of activity/event
- Number of attendees/stakeholders
- Region



By the numbers

170

Total number of organizations contacted

47

Number of organizations partnered with

28%

Success rate on contact attempts (47/170)

73

Total outreach events

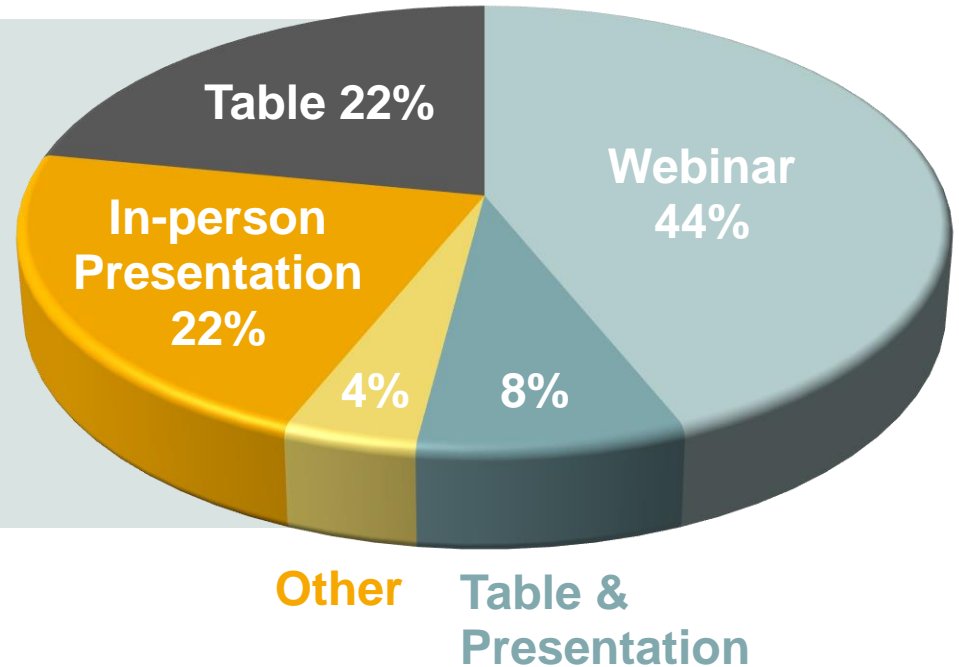
2585

Approximate number of stakeholders engaged

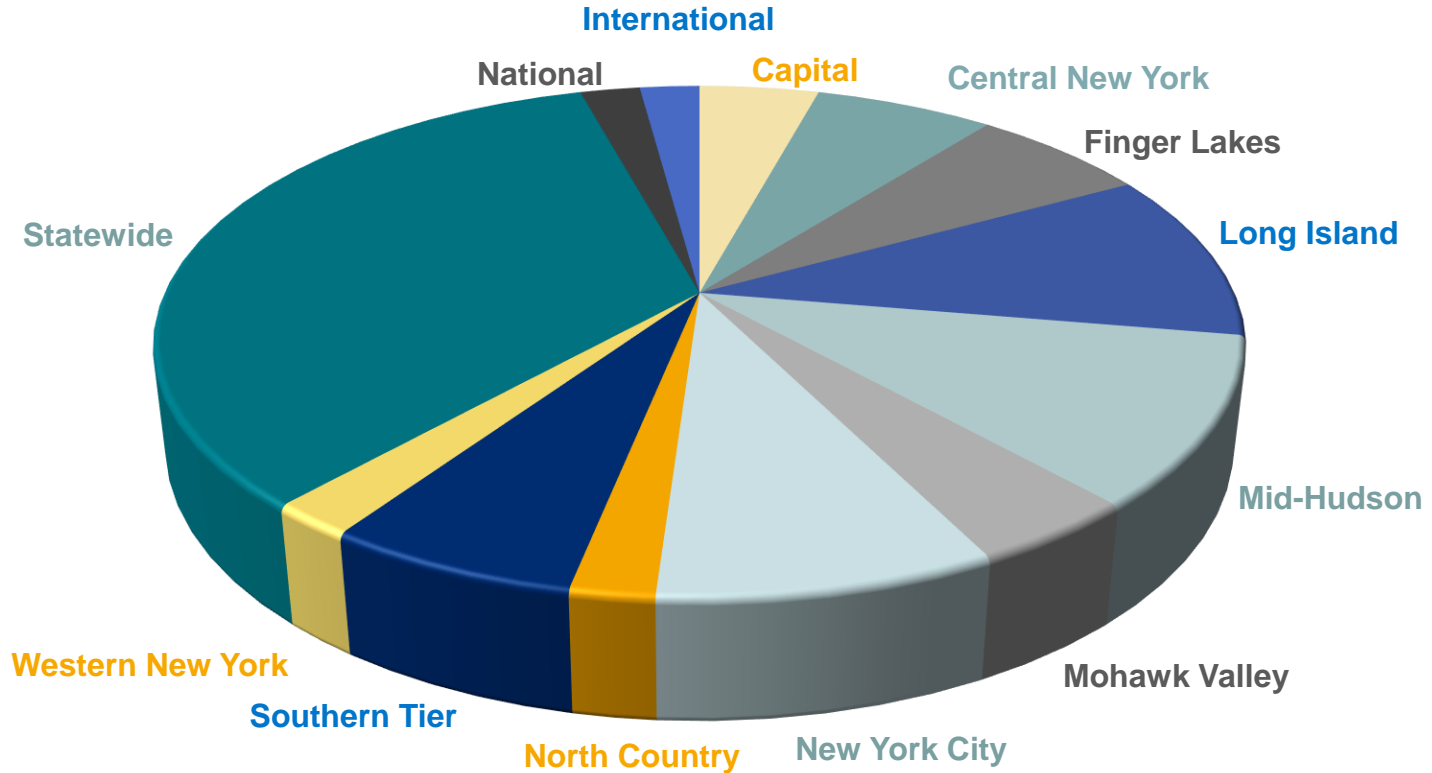
Number of events and event types

73

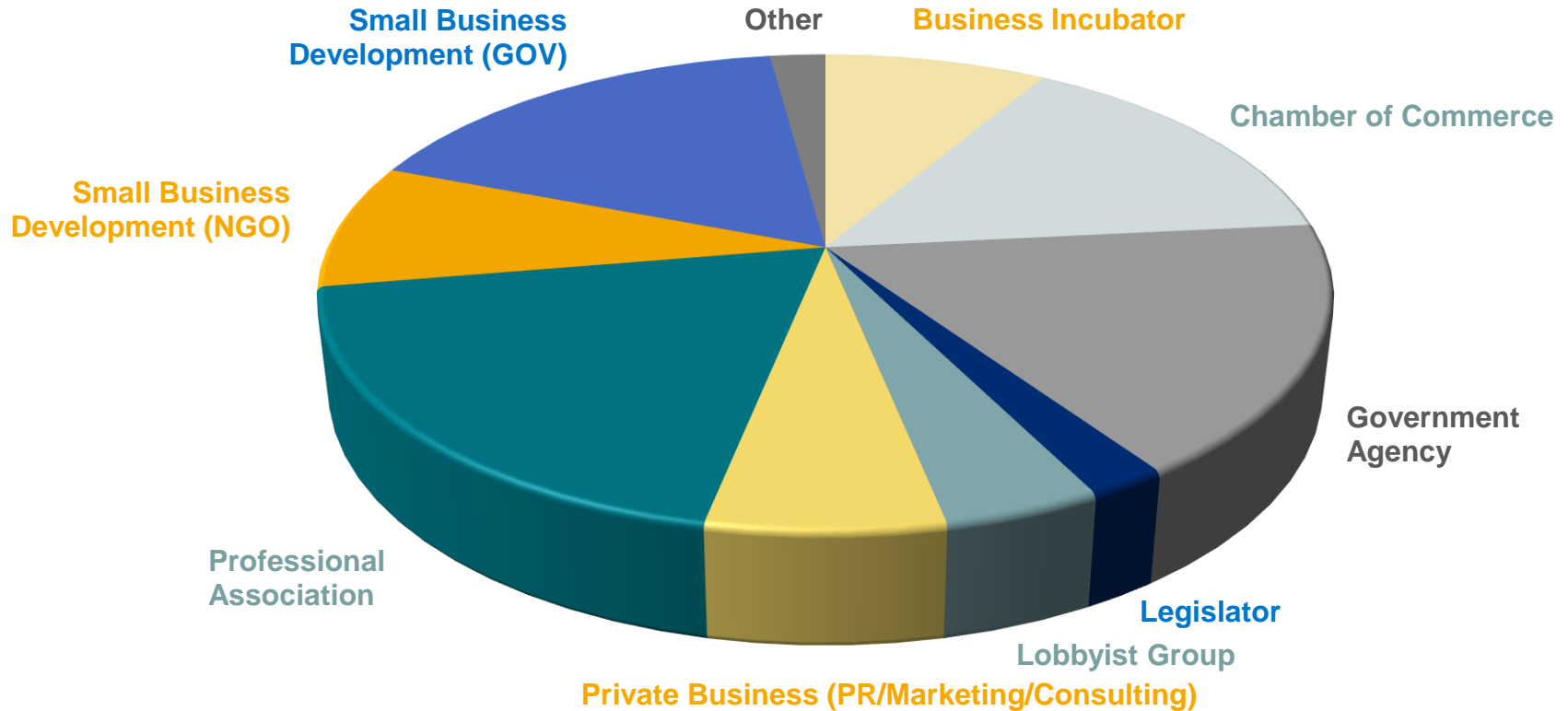
Total outreach events
the Advocate for
Business Office
participated in



Activities/events breakdown by region



Activities/events by type of organization



Looking ahead: goals for 2024-2025

Expand

Expand activities with additional target groups

- Larger businesses, including self-insured employers
- Municipal workers (coverage is required for permits, contracts, and grants)

Create

Create new presentation content

- Include accident and claim data relevant to each audience
- Promote risk control, safety, and return to work programs

Continue

Continue to be proactive and look for new ways to engage employers

Looking ahead: Self insured employers...

What can the Advocate for Business do for you?



Events | Education | Assistance with penalties | Coverage questions

MORE INFORMATION

Office of the Advocate for Business

HELPLINE: (518) 486-3331

EMAIL: Advocatebusiness@wcb.ny.gov

WEBSITE: wcb.ny.gov/afb

Board resources

- wcb.ny.gov
- Self-insured landing page
- Payer toolkit
- What payers need to know webinars
- Subscribe for WCB Notifications
- Follow the Board on social media





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Thank you

Questions?