Optum Public Policy and Regulatory Affairs Insight on: **OnBoard**

New York's New Workers' Compensation Claims and Business Information System

The New York Workers' Compensation Board (WCB) continues to move forward with the development and implementation of their new workers' compensation claims and business information system – OnBoard. The new system will modernize handling of claims, medical authorization and provision of medical care into a single web-based platform and will:

- Replace existing CIS and eCase systems along with paper prior authorization forms
- Include improved and expanded access to real-time claim data
- Offer new electronic self-service features for interacting with the WCB
- Reduce the amount of overall paper forms
- Improve system responsiveness to stakeholder needs

As the WCB continues to roll-out various stages of the project, it is important for impacted system stakeholders to continue to monitor developmental milestones and prepare for compliance with new requirements. To assist our clients and other system stake holders, please use the following information and Q&A for key dates, process information and compliance requirements as outlined below.

Q: What is the initial date for OnBoard implementation?

A: Implementation will begin with a "Limited Release" version expected by Q2 2021 to handle various Prior Authorization Request (PAR) requests from medical providers. The eClaims system is expected to be in place no earlier than October 2021 with full OnBoard implementation expected by 2023.

Limited Release Implementation **Q2 2021**	eClaims System **EXPECTED OCTOBER 2021**	Full OnBoard Implemetation **EXPECTED BY 2023**

Q: Will I be required to submit eForms to the WCB via OnBoard or will paper forms be accepted?

A: Claimants will not be required to submit information electronically. However, non-claimant parties will be required to submit most forms electronically via the new system.

Q: Will there be training on how to use the new system?

A: Yes. Training videos, reference guides and other supporting materials will be provided by WCB and are available the WCB website http://www.wcb.ny.gov/onboard/.

Q: Where can I find general information about the OnBoard program?

A: The WCB has created an OnBoard website http://www.wcb.ny.gov/onboard/, which includes Fact Sheets, webinars, FAQs and more about the OnBoard program and its implementation.

OnBoard Phase 1 – Limited Release & Medical Prior Authorization – Q2 2021

The Limited Release implementation of OnBoard expected Q2 2021, will move the current paper Prior Authorization Request (PAR) processes and forms to an electronic based process/format. This will streamline and expedite the provision of medical care to injured workers in New York.

The Limited Release OnBoard system will:

- Increase the number of providers that can provide care for injured workers (in conjunction with the Expanded Provider Law effective January 1, 2020)
- Streamline PAR requests with an electronic-only submission
  Existing and new, PARs and the HP-1 Form (Request for decision on unpaid medical bills) will no longer be submitted via paper
- Allow providers and payers to easily pre-populate information via claim number on the claimant and medical treatment PARs as well as track PAR requests electronically

As the WBC continues development of the Limited Release version of OnBoard, ongoing updates and information can be found here: http://www.wcb.ny.gov/onboard/#limited-release.

Q: What PAR processes will be impacted by OnBoard?

A: All existing PAR requests for medical necessity and medical treatment – in synergy with the Medical Treatment Guidelines (MTGs) will be digitized from the current paper form and processed electronically via OnBoard.

Q: Are there additional PAR processes that will be required via OnBoard?

A: Yes. The WCB will adopt new PAR processes, including a new Durable Medical Equipment (DME) PAR and a PAR for Non-MTG approved medical treatment under $1,000. Additionally, the current PAR processes for the Drug Formulary will eventually be transitioned to OnBoard.

Q: What about the HP-1 form?

A: The HP-1 or Request for Decision on Unpaid Medical Bills will be digitized into OnBoard.

Prior Authorization Request Information for Providers and Payers*

When the Limited Release of OnBoard comes to fruition, there will be many positive changes for both providers and payers, chief among them will be the streamlined processes for requesting a prior authorization. New York's incorporation of Medical Treatment Guidelines (MTGs) helps guide providers and payers as to which treatments are approved under the MTGs and which require prior authorization.

Generally, any treatment that deviates or varies from the MTGs requires a PAR. MTGs also include PAR requirements for specific types of treatments or treatments with costs exceeding certain dollar thresholds. The MTGs include all existing guidelines, including the Drug Formulary, and the newly adopted MTGs, which have been delayed to coincide with the implementation of Limited Release.

The Limited Release PAR process is similar to the current PAR process for medications under the Drug Formulary. The requesting provider will utilize Limited Release to request PAR on a specific treatment, DMEPOS or medication and the process will flow through Limited Release in an electronic fashion. Optum hopes the following information will provide our clients and other stakeholders with information on the Limited Release PAR process and general requirements for all stakeholders.

PROVIDERS

Q: What PARs will be included in Limited Release?

A: All existing PARs with addition of a new Durable Medical Equipment (DME) PAR and a PAR for Non-MTG approved medical treatment under $1,000.

Q: What is changing for providers?

A: Under Limited Release, PARs will be submitted electronically only and faxes will no longer be used. Additionally, the system will allow providers to track PAR requests and receive status updates via email and/or text.

Q: How do providers register with the system?

A: All online users currently utilizing the Drug Formulary system will automatically be granted access to OnBoard Limited Release. Those not currently registered will need to contact the WCB. With access to the system, providers, or their workload administrator/entity, will be able add additional users and set up email/text notifications related to PARs.

Q: Will each provider need an individual login access for Limited Release?

A: Yes. Each individual healthcare provider will need to have their own credentials.

Q: Will providers be able to assign delegates to work on PARs?

A: Yes. By logging in as the Account administrator, providers will be able to add other delegates/users, as they see fit, to work on PARs. Delegates will be provided with their own OnBoard User ID and password and can only enter PAR related information into the system. The actual PAR must be submitted by the provider.

Q: Who can submit a PAR?

A: PAR submission must be completed by board-authorized providers and out-of-state providers. Delegates can only enter PAR related information into OnBoard.

Q: Can attachments be submitted with a PAR?

A: Yes. The OnBoard system will be able to accommodate notes, attachments and free form text.

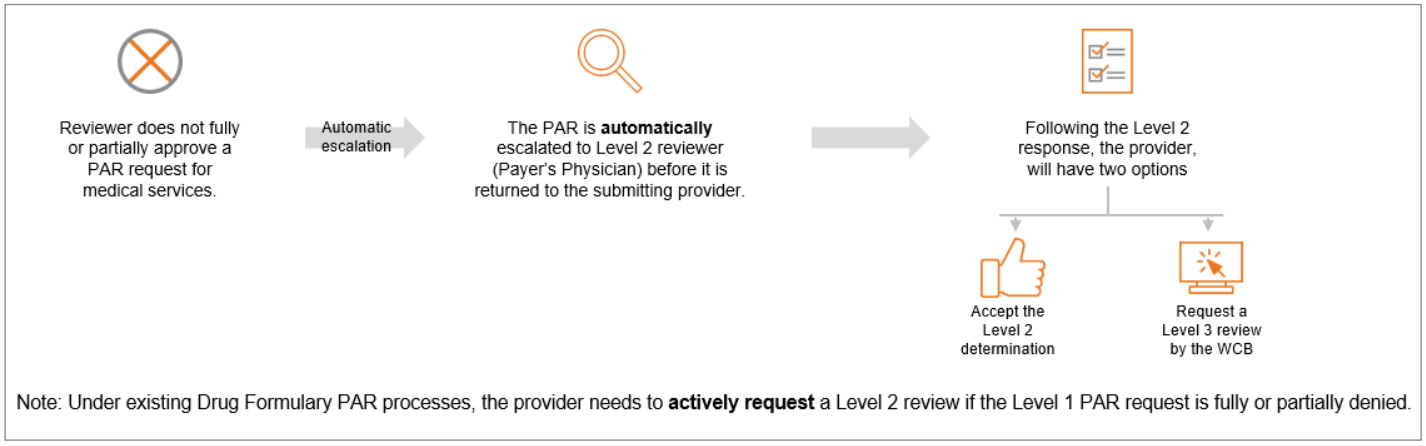
Q: What are the PAR response time(s)?

A: All current time frames will remain in place for timely response. Durable Medical Equipment (DME) PAR response times will be four calendar days.

Q: Will there be levels of review for a submitted PAR?

A: Yes. There will be Level 1, 2 and 3 review processes for all submitted PARs. There are slight differences in how PARs are handled for medical care compared to medications. As an example, if the reviewer does not fully or partially approve a PAR for medical services, the PAR will automatically be escalated to the Level 2 reviewer (Payer) before it is returned to the submitting provider. Following the Level 2 response, the provider, will have the option of accepting the Level 2 determination or requesting a Level 3 review by the WCB. Under existing Drug Formulary PAR processes, the provider would need to actively request a Level 2 review if the Level 1 PAR request is fully or partially denied.

Example Limited release PAR escalation process



Note: Under existing Drug Formulary PAR processes, the provider needs to **actively request** a Level 2 review if the Level 1 PAR request is fully or partially denied.

Q: Will the WCB provide additional information and training about the role of a provider and/or their delegates in handling PARs?

A: Yes. More information will be forthcoming and can be found at: http://www.wcb.ny.gov/onboard/WCB-OBLR-Providers-fs-v1%2012-20%20Final.pdf

PAYERS*

Q: How do Payers register with the system?

A: All payers currently utilizing the Drug Formulary system will be automatically granted access to OnBoard Limited Release. Those not currently registered will need to contact the WCB. With access to the system, Payers, or their workload administrators, will be able add additional entities and set up email/text notifications related to PARs.

Q: Can a Payer and/or their workload administrator assign a PAR to a delegate or another party to review?

A: Yes. A workload administrator for the Payer will see all PARs in their dashboard via Limited Release. The workload administrator will have the option to assign certain PARs to specific reviewers. There is no limit to the number of users each Payer can have via Limited Release.

Q: How will submitted PARs be routed to Payer?

A: When a provider submits a PAR, OnBoard will automatically forward the request to the appropriate Payer for that claim for review. When the Payer, or their workload administrator, logs into OnBoard, the dashboard or "home screen" will display all active requests in need of response. Payers can also select to receive email or text updates regarding PAR submittals.

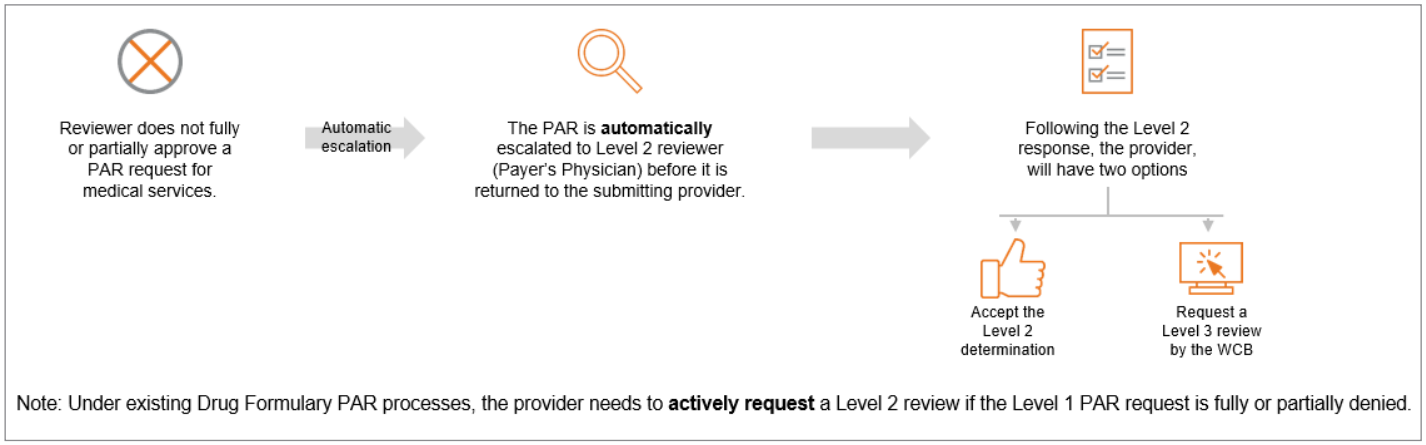
Q: Will the current time periods for response remain the same?

A: Yes. All current time frames will remain in place for timely response. Durable Medical Equipment (DME) PAR response times will be four calendar days.

Q: Will there be different PAR processes for medical and ancillary services compared to medications under the Drug Formulary?

A: Yes. There will be slight differences in the processes, but the current Drug Formulary PAR process should serve as a model. As an example if the reviewer does not fully or partially approve a PAR for medical services, the PAR request will automatically be escalated to the Level 2 reviewer (Payer) before it is returned to submitting provider. The provider, upon the Level 2 response, will then have the option of accepting the Level 2 determination or requesting a Level 3 review by the WCB. Under existing Drug Formulary PAR processes, the provider would need to actively request a Level 2 review if the Level 1 PAR request is fully or partially denied.

Example Limited release PAR escalation process



* Payer denotes a Claims Administrator, Insurer, TPA or Self-Insured Employer

Q: What should Payers do at this point?

A: Payers should begin planning for the handling of new Medical and DME PARs coming through via OnBoard. This includes preparing development of or partnering with internal and/or external resources to fill the role(s) of workload administrator and/or PAR reviewer.

Q: What are some of the initial impacts of Limited Release?

A: Payers will be required to submit PARs in an electronic format through Limited Release. Additionally, the Payer will need to designate a workload administrator within the new system to handle medical PARs and designate any internal or external entity responsible for making Level 1 and Level 2 determinations.

Q: Will Limited Release impact medication PARs?

A: Not initially. However, to provide better transparency on PARs for medications under the Drug Formulary, the WCB has modified the existing process to permit notification of Level 1 decisions to the PBM handling pharmacy transactions for the specific Payer. Payers will need to provide an email address for their PBM or another party responsible for informing the pharmacy of the approval or denial of a Drug Formulary PAR, which allows all medication-related decisions to be automatically sent to the appropriate party.

Q: Will the WCB provide additional information and training about the role of a Payer and/or their delegates in handling PARs?

A: Yes. More information will be forthcoming can be found at: http://www.wcb.ny.gov/onboard/WCB-OBLR-Insurers-fs-v1%2012-20%20Final.pdf

Moving forward

As the WCB moves forward with a series of regulatory changes related to implementation of OnBoard and the OnBoard Limited Release, we urge our clients and all impacted stakeholders to continue to monitor these developments. The WCB has provided ample up-to-date information on the current project status and will be holding numerous training webinars in the near future.

As your valued partner, Optum will continue to take leadership in these regulatory developments and rule-making processes. We will strive to provide you with the most up-to-date information and breakdowns on the regulatory processes. Should you have any questions regarding the current OnBoard status, please contact our Public Policy and Regulatory Affairs team at OWCPolicyMatters@optum.com.

About Optum Workers' Comp and Auto No-Fault Solutions

Optum Workers' Comp and Auto No-Fault Solutions collaborates with clients to lower costs while improving health outcomes for the injured persons we serve. Our comprehensive pharmacy, ancillary, medical services, and settlement solutions, combine data, analytics, and extensive clinical expertise with innovative technology to ensure injured persons receive safe, appropriate and cost-effective care throughout the lifecycle of a claim. For more information, email us at expectmore@optum.com.