NEW YORK STATE Workers' Compensation Board

CONFERENCE 2024

OCTOBER 18

NEW YORK STATE Workers' Compensation Board

OnBoard/Innovation Update

A PAPERLESS AND TRANSFORMATIVE INITIATIVE

TOM NEILES, ONBOARD PROGRAM MANAGER

AGENDA

1. OnBoard Overview & History
2. OnBoard Program Goals & Strategy
3. Recent Accomplishments
4. Future Improvements & Roadmap

Overview and History

ONBOARD PROGRAM OVERVIEW & HISTORY

The modernization of systems began in 2011-2012

- Series of early projects completed including:
  - eClaims, virtual hearings, payor compliance, expanded provider support, Paid Family Leave, and CMS-1500
  - Extended and enhanced use of existing Claims processing system and eCase
- New Medical Portal in 2022
  - Prior authorization request (PAR) process and *Request for Decision on Unpaid Medical Bill(s) (Form HP-1.0)*
  - New Medical Portal in future OnBoard platform
  - **2 million** PARs processed

RECENT ONBOARD MILESTONES

March 2022

OnBoard platform & Medical Portal

Replatformed eCase system

Oct 2022

Feb 2024

Provider delegate enhancement, multifactor authentication

Updated *Durable Medical Equipment (DME) Fee Schedule* released

June 2024

Aug 2024

Updated claim sender/insurer review process for PARs

Program Goals and Strategy

ONBOARD PROGRAM GOALS

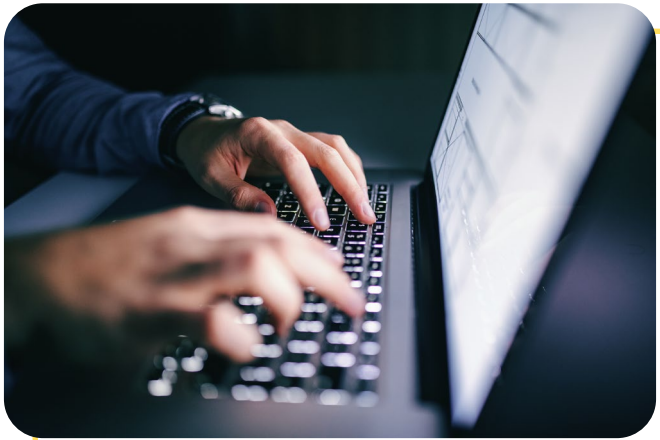
- Reduce risk — eliminate legacy technical debt
- Increase efficiencies and quality
  - Reduce paper submissions
  - Increase electronic data
  - Increase electronic workflows
  - Improve response times
- Better outcomes for all stakeholders

CURRENT STATE VS. FUTURE STATE

CURRENT STATE		FUTURE STATE
Paper-based legacy systems	⟷	Electronic submissions, faster resolutions
Improved but nominal data capture	⟷	Improved accuracy & quality
eCase limitations, confusing data	⟷	Expanded self-service with accurate, clear data
Inefficient processes and procedures	⟷	Updated, user friendly system

MODERNIZATION STRATEGY

- Incremental projects
- Replace outdated technology, stabilize as needed
- Increase security of information
- Replace paper forms with electronic eForms and XML submissions
- Enhanced workflow, improving response time to stakeholders

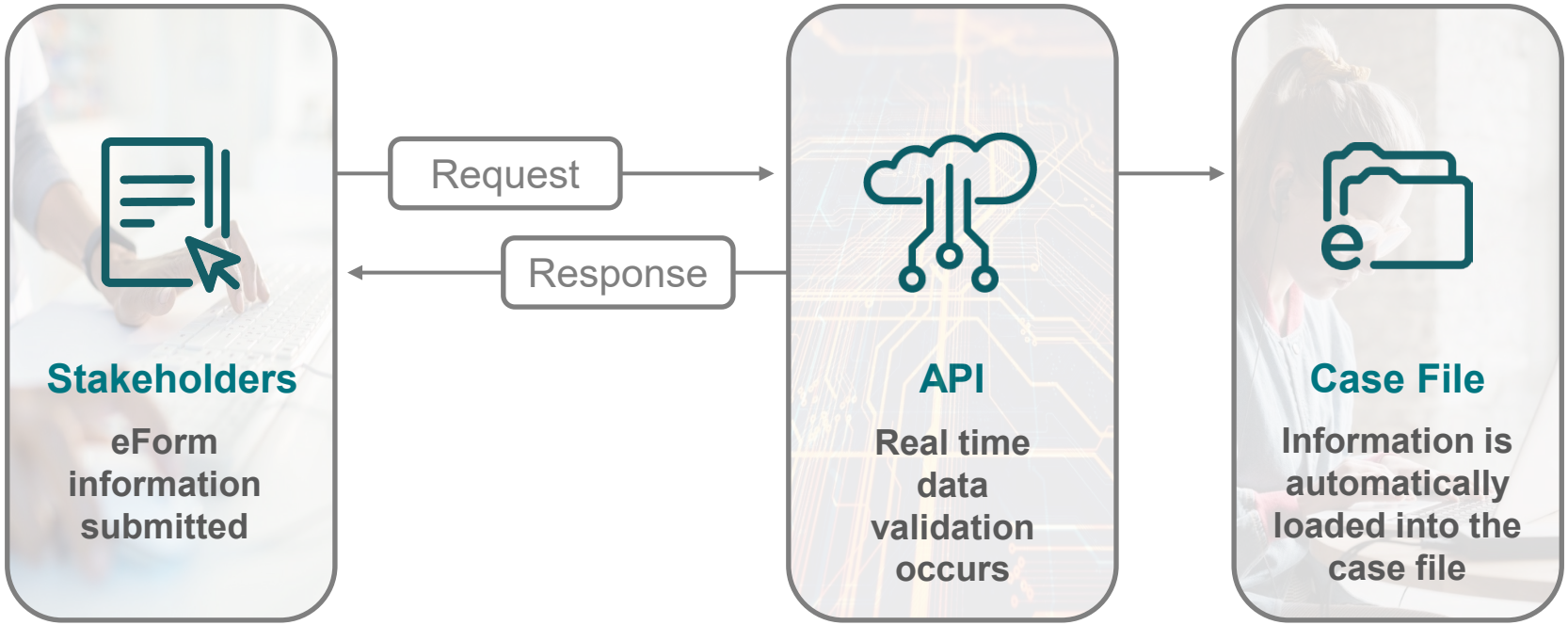


Recent Accomplishments

ELECTRONIC, SMART SUBMISSIONS

- eForms simplify submission process using a wizard-based web solution to gather required data for Board filings. eForm technology provides:
  - Ability to attach supporting evidentiary documents
  - Data validation allows for immediate corrections
  - Immediate placement into the electronic case folder
  - Text/email notifications sent to parties who have opted in
  - Electronic automated routing to precise Board unit for review

UTILIZING AN APPLICATION PROGRAM INTERFACE (API)



PAPER VS. ELECTRONIC TIME FRAME

PAPER

3 Days	Paper form mailed and received by scanning vendor
2 Days	Paper form arrives in CIS for review by the Board
3 Days	Document works through examiner queues, possibly multiple manual reviews

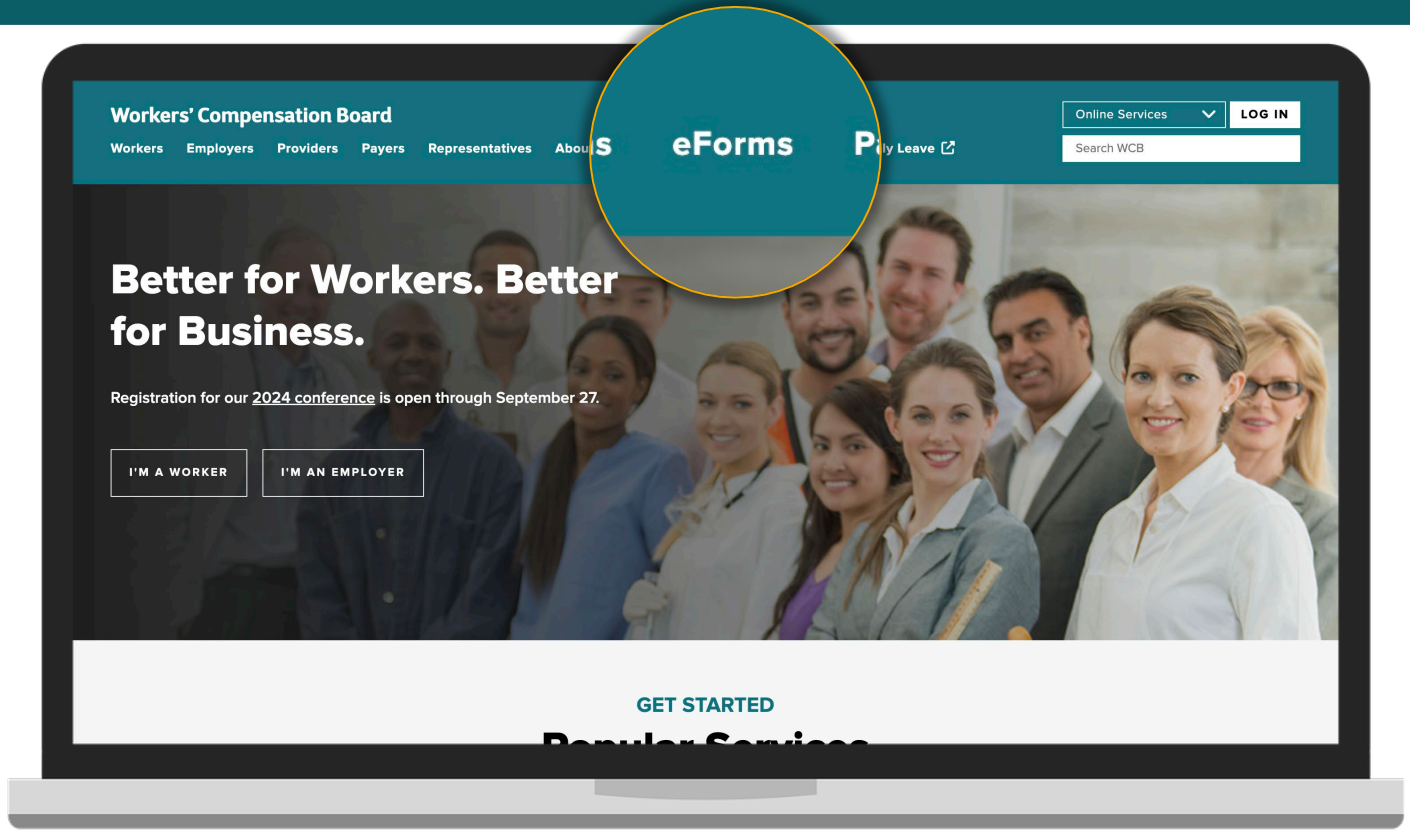
8 DAYS

ELECTRONIC

3 Seconds	eForm successfully submitted through eCase access
5 Seconds	eForm placed in the electronic case folder
2 Seconds	eForm routed to correct Board unit for review

10 SECONDS

eFORMS WEBPAGE



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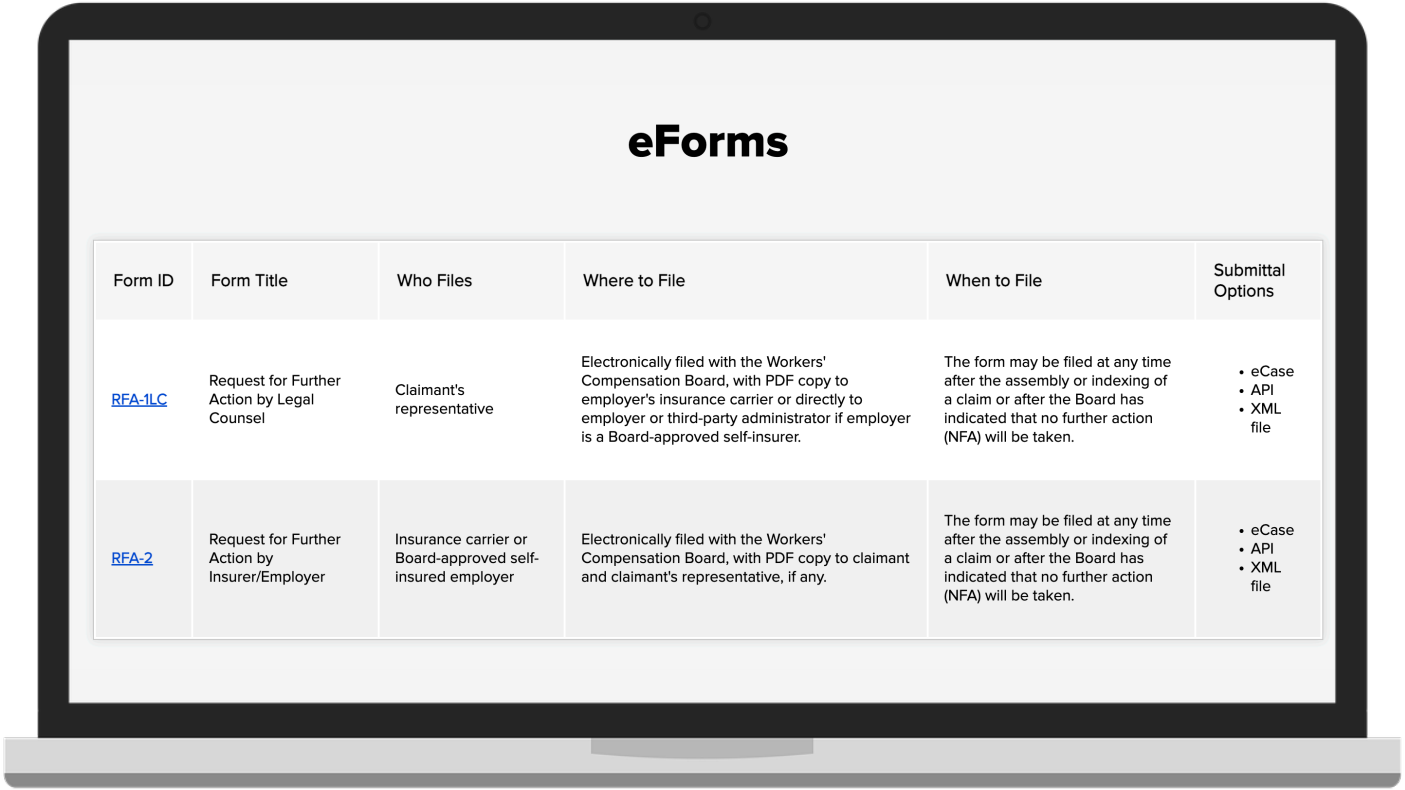
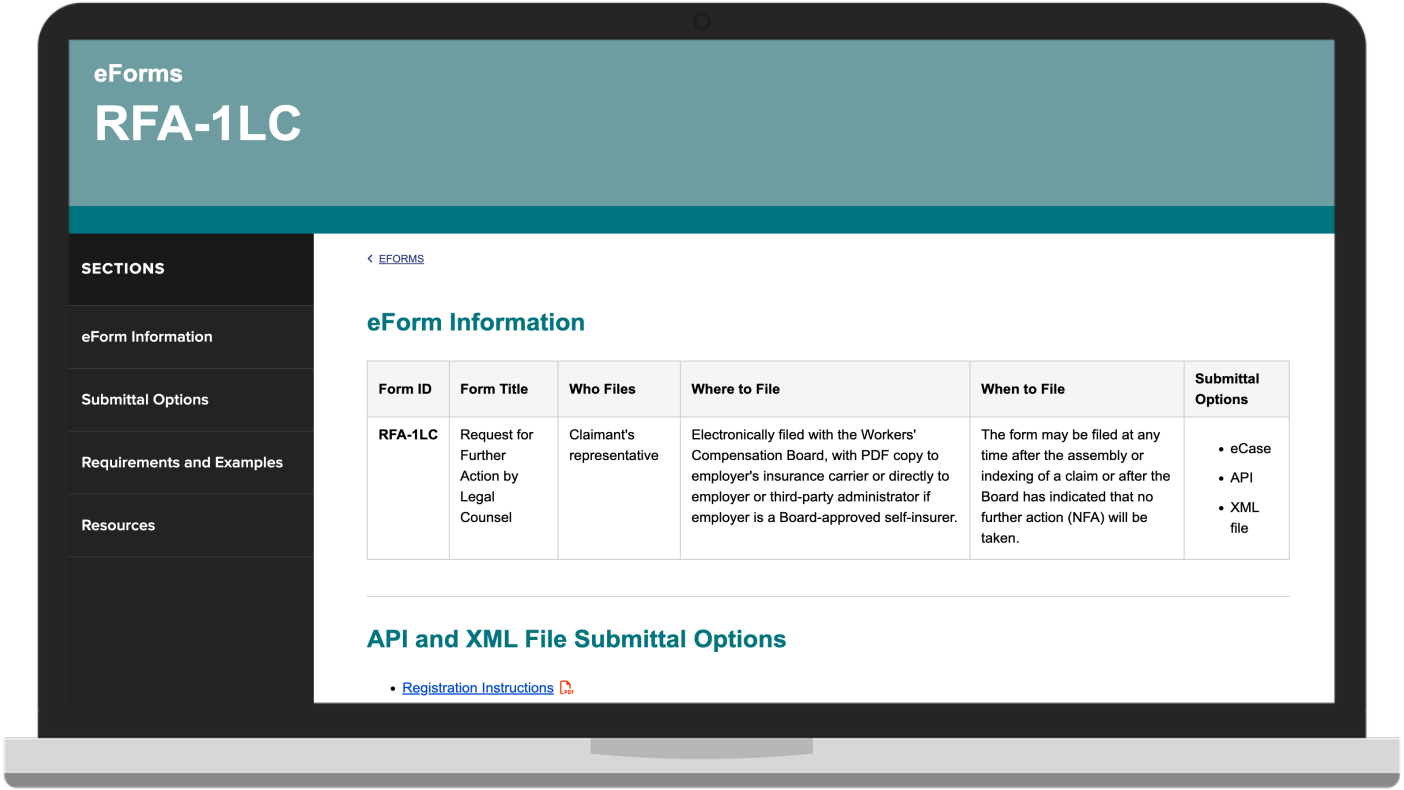


eForms

Form ID	Form Title	Who Files	Where to File	When to File	Submittal Options
RFA-1LC	Request for Further Action by Legal Counsel	Claimant's representative	Electronically filed with the Workers' Compensation Board, with PDF copy to employer's insurance carrier or directly to employer or third-party administrator if employer is a Board-approved self-insurer.	The form may be filed at any time after the assembly or indexing of a claim or after the Board has indicated that no further action (NFA) will be taken.	• eCase • API • XML file
RFA-2	Request for Further Action by Insurer/Employer	Insurance carrier or Board-approved self-insured employer	Electronically filed with the Workers' Compensation Board, with PDF copy to claimant and claimant's representative, if any.	The form may be filed at any time after the assembly or indexing of a claim or after the Board has indicated that no further action (NFA) will be taken.	• eCase • API • XML file

eFORMS WEBPAGE



Future Improvements and Roadmap

CURRENT eCASE PAIN POINTS

- Medical providers do not have access to case folder.
- Signing up for eCase is a manual process, can take several days, and manual review to complete.
- eCase presentation of information is not user friendly.
- Case folder documents cannot be bulk downloaded.

eCASE POST MODERNIZATION

- Medical providers to have access to certain aspects of case file.
- Improved identity management — Board can review and grant access to case files quickly.
- Custom view of case-based information by stakeholder type — simplify information presentation to injured worker.
- Case information shown in timeline format.
- Parties can download entire case folder without needing to contact the Board.
- Parties can opt in to text or email notification of changes to a case file.

PROGRAM ROADMAP

- Short-term eForm and XML implementations:
  - RFA-1LC: Late 2024
  - RFA-2: Late 2025
  - More to come!
- Modernize our claims systems, including eCase
- Continued eForm expansion (incrementally)
  - More eForms = Increased opportunities for digital transformations leveraging automated workflows for both the Board and our stakeholders

ONBOARD

RESOURCES

WEBSITE: wcb.ny.gov/onboard

- Walkthrough of registration process
- Video tutorials
- Recorded presentations

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THANK YOU