

Workers' Compensation Board





**Phase Two Question and Answer Session for Health Care Providers** 



## What indicates that a DME PAR is required?

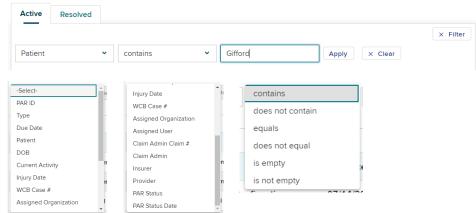
Some items on the DME Fee Schedule require prior authorization and are marked as "PAR"; the treating provider will need to request prior authorization for these items. Any item not on the DME Fee Schedule also requires prior authorization by the provider.

A DME PAR should also be submitted if the item is not addressed, not recommended or does not meet the criteria noted in the MTGs (if the item is MTG related)~the PAR will require the MTG reference code and the requesting provider should include rationale for why the item is being requested in the supporting medical.



Can we search for items within the dashboard?

A Yes. The dashboard has a filter function where you can search for information contained within any column.





Can a delegate request a DME PAR?

Delegates cannot submit a DME PAR. They can draft all of the PAR information and save it for the provider to complete the submission.



If a DME PAR is approved, but the insurer can obtain it at a lower cost than the DME Fee Schedule, can the insurer specify for more than one vendor?

If it is approved for a lower price, the payer must provide contact information for two alternate sources.



Can medical suppliers submit a Durable Medical Equipment PAR?

No, medical suppliers can only submit a Request for Decision on Unpaid Medical Bill(s) (Form HP-1.0).



Who can submit a DME PAR in OnBoard?



DME PARs can be submitted by Chiropractors, Physicians, Physician Assistants, Nurse Practitioners, Podiatrists, Dentists, Audiologists, and Optometrists.



Does the Request for Information trigger an email notification?

Yes, you will receive an email notification for a new item in your PAR Queue. Subject line example:

NYS WCB OnBoard - New Work Item - Provider Response Requested: Alan Richardson



What does an email notification subject line include?



## **PAR Status Change**

Notification of PAR status change, claimant name, PAR type, PAR ID number and Claim Admin Claim Number.

NYS – WCB OnBoard – Change in PAR Status – John Smith: Medication: PA-00-0046-985: 123456

## **New Item in Queue**

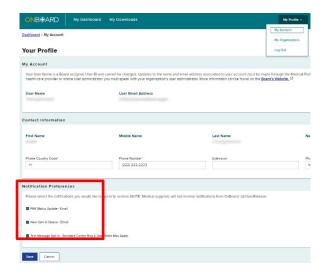
When there is a new PAR assignment added to your queue, users who have selected to receive email notifications will receive an email, like the example below, which includes the notification of a new work item and the claimant's name.

NYS WCB OnBoard – New York Item – Provider Response Requested: John Smith



How do I turn off/edit email notifications?

To turn off email notification preferences, you can uncheck the "PAR Status Update – Email" or "New Item in Queue – Email" in your profile.





Will there be training for Phase Three?

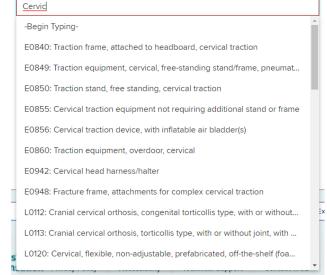
Yes, there will be training webinars next week for providers, which will provide examples of responding to some of the PAR types introduced in phase three.



When searching for the DME item, can you search by description instead of HCPCS code?



Enter the HCPCS Code/Description\*



## ONB\*ARD

General Questions: OnBoard@wcb.ny.gov

**Other Questions: (877) 632-4996** 

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