



**Workers'
Compensation
Board**



Phase Two Question and Answer Session for Payers

BETTER FOR WORKERS

New York State Workers' Compensation Board

BETTER FOR BUSINESS



Does a DME Level 1 grant in part or denial automatically go to a Level 2 reviewer?



After a grant in part or denial for medical reasons, the DME PAR status will automatically update to “L2 – Requested” and appear in the Workload Administrator’s dashboard. The Workload Administrator will then assign that PAR to the appropriate Level 2 reviewer.

Medication is the only PAR type that requires the health care provider to manually submit a request for Level 2 review after a Level 1 grant in part or denial.

If there are multiple DME items in a PAR, all items will go to level 2 for review if one of the items is granted in part or denied for medical reasons.

OFFICIAL NEW YORK WORKERS' COMPENSATION

DURABLE MEDICAL EQUIPMENT FEE SCHEDULE

EFFECTIVE APRIL 4, 2022



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.

NYS WC Fee	NYS WC Rental Fee	PAR Required
		Yes



Can Medical Suppliers submit DME PARs?



No, Medical Suppliers only have the option to submit a *Request for Decision on Unpaid Medical Bills (Form HP-1.0)* in OnBoard.



Can we search for items within the dashboard?



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

My Organization's PARs Resolved

contains Apply Clear Filter

- Select-
- PAR ID
- Type
- Due Date
- PAR Status
- RFI
- Patient
- Claim Admin Claim #
- WCB Case #
- Injury Date

- WCB Case #
- Injury Date
- Assigned Organization
- Assigned User
- Claim Admin
- Insurer
- Provider
- Current Activity
- PAR Status Date
- DOB

- contains
- does not contain
- equals
- does not equal
- is empty
- is not empty



How do we view past PARs?



All prior authorization requests, including new PARs created in OBLR, and PARs that were processed and completed in the former Drug Formulary application, can be found within the case folder in eCase. You can search eCase using the claimant's Case ID to see PARs related to the claimant as well as the history of a particular PAR. Documents generated in OBLR are immediately placed in the claimant's case folder in eCase.



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, the item, and the claimant's name.

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



Does the provider's response to a Request for Information trigger an email notification?



Yes, you will receive an email notification for a new item in your PAR Queue when the provider has provided the requested information. Subject line example:

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



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.

The screenshot shows the OnBoard user interface. At the top, there is a navigation bar with 'ONBOARD', 'My Dashboard', 'My Downloads', and 'My Profile'. Below this is a 'Dashboard - My Account' section. The main content area is titled 'Your Profile' and includes a 'My Account' sub-section with a note about user ID and a link to the Board's Website. Below that is a 'Contact Information' section with fields for First Name, Middle Name, Last Name, Phone Country Code, Phone Number, Extension, and Phone type. The 'Notification Preferences' section is highlighted with a red box and contains the following text: 'Please select the notifications you would like to opt-in to receive. NOTE: Medical suppliers will not receive notifications from OnBoard: Limited Release.' There are two checked checkboxes: 'PAR Status Update - Email' and 'New Item in Queue - Email'. At the bottom of the form, there is a 'Text Message Opt-In' checkbox and 'Save' and 'Cancel' buttons.



Is the insurer required to notify the injured worker or their attorney of their decision on a DME PAR?



Yes. The only PAR type that does not require a notification to the injured worker or their attorney is Medication.



Can a payer deny a PAR on the basis that the body part is “non-compensable?”



Denial for a “not compensable condition or body part” is not a valid administrative reason for denial unless the body part or condition has been disallowed by a determination of the Board. If there has not yet been a determination by the Board disallowing the body part or condition, a Level 2 review must take place.



Will there be training for Phase Three?



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

General Questions: OnBoard@wcb.ny.gov

Other Questions: (877) 632-4996

News and Updates: [Subscribe to WCB Notifications](#)

Training and Resources: wcb.ny.gov/onboard/