

PROVIDER Update

2nd Edition 2020
KEEPING YOU IN THE LOOP

MetraComp, Inc. • New York Workers' Compensation PPO Network

MetraComp Clients in New York

- Ace USA Insurance Company
- AIG
- Berkley Specialty Underwriting
- Berkley Technology Underwriters
- CNA
- Chrysler
- Chubb Indemnity Insurance Company
- Delphi
- Everest
- General Motors
- Genex Services, LLC
- Guard
- Liberty Mutual® Insurance/ Wausau
- MCMC, LLC
- Nationwide® Insurance Company
- New Venture Gear
- New York State Insurance Fund
- Old Republic
- PMA Insurance Company
- Public Service Mutual
- QBE Insurance Company
- Safeco Insurance™
- Sedgwick® Claims Management Services, Inc.
- Safety National®
- Sentry® Insurance
- Starr
- The Hartford
- The North River Insurance Company
- Tokio Marine Management, Inc.
- United States Fire Insurance Company
- Walmart®
- Zurich®

This is a list of MetraComp's clients. We make every effort to ensure it shows all clients contracted to use our New York network of preferred provider organization (PPO) providers. And our insurance carrier clients also have hundreds of employer groups who are directed or recommended into our PPO network.

We're here to help

Questions? Just call us at **1-800-360-1275 (TTY: 711)**.

Sample list of participating employers

- All Metro Health Care
- Amazon
- American National Red Cross
- At Home New York
- Bristol-Myers Squibb Company
- Castle Building Corporation
- Central Park Conservancy
- Chrysler
- Claire's
- CVS

- DHL - Lea Williams
- Empire Merchants LLC
- Equinox Holdings, Inc.
- JC Penney
- JetBlue[®] Airways
- Kohl's[®]
- Manhattan College
- Michael Stapleton Associates
- MJC Confections, LLC
- Rensselaer Polytechnic Institute
- Riverhead Building Supply Corp.
- Sunrise Senior Living, Inc.
- Walmart/Sam's Club
- Whole Foods Market[®]

Medical Director Forum

Help yourself as well as others

As I write this, and, sadly, as you read it, we are in the midst of the worldwide COVID-19 public health crisis. The latest count at the time of this article is 63.3 million cases worldwide and 1.4 million deaths.¹ In the U.S., the counts are 13 million cases and approaching 266,000 deaths.² New York State has seen over 600,000 cases with over 34,000 deaths.² It is also likely these may be undercounts. Many who are asymptomatic never get tested.

Symptomatic or not, people continue to need medical care. Indeed, underlying medical conditions can result in a higher likelihood of a person having problems with COVID-19. Thus, they may seek medical care for the underlying condition but carry with them a COVID-19 infection in a symptomatic or asymptomatic state.

People with infectious COVID-19 have been in your office!

You have been bombarded enough with issues of how to fight the pandemic. You have likely heard endless arguments for and against masking. The everchanging information about how transmission occurs, risks of disease and immunity can overwhelm you. Herd immunity discussions and vaccine discussions seem never ending. And, putting that into the milieu of the political process, can make for stress that many have not experienced in the past.

The scientific work on the epidemiology and toll of COVID-19 is just beginning. Health care workers, including physicians, are often on the frontlines. Shortages of personal protective equipment (PPE), lack of information and the surge of patients put us at risk of illness. Perhaps even death.

One might think that acute and intensive care or other hospital-based physicians are at greater risk. But data suggests that more than half of COVID-19 physician deaths are among those in primary care and family medicine.³ This may relate to lack of access to PPE or lack of protocols.

¹ <https://www.nytimes.com/interactive/2020/world/coronavirus-maps.html>

² https://covid.cdc.gov/covid-data-tracker/#cases_casesper100klast7days

³ <https://www.beckershospitalreview.com/hospital-physician-relationships/more-than-half-of-covid-19-physician-deaths-are-among-those-in-primary-care-family-medicine-study-shows.html>

So, how are you doing?

On the physical side of things, most physicians know what they need to do to protect themselves, their staff and their patients from infection. The Center for Disease Control and the New York State Department of Health have put out guidance documents. The American Medical Association and the Medical Society of the State of New York have done the same.

These guidelines include:

- Social distancing
- Use of masks
- Cleaning protocols
- Screening protocols

They stress the basic principles of infection control -- handwashing and airborne precautions. Many practices closed for a time as they obtained and (hopefully) trained on PPE and protocols. Others were open at reduced staffing or reduced patients that they would see.

Government programs and many insurance companies now permit and pay for telehealth contact. Many things can be done by interview and observation over the Internet. Some programs even have the ability to measure various parameters. And, smartphone apps are revolutionizing aspects of medicine.

Such physical steps hopefully reduce the risk of spread to patients and physicians. But they also create issues of their own. Use of a mask or respirator for hours on end takes its physical toll. Putting off certain types of tests (or visits) due to high risk of spread has a toll on patients. And then physicians now have more complex issues to deal with. Constant noise from ventilation can be a problem.

But perhaps even more serious are the mental and emotional tolls.

- Fear of contracting COVID-19 because of a patient.
- Fear of bringing COVID-19 home to loved ones.
- Physical separation from patients, friends and family.
- Increased demand in some instances, but also reduction in income if the practice cannot open fully.
- Pressures from patients seeking answers that you likely do not have, takes a toll.
- And, perhaps more than anything, the ongoing nature of the pandemic.

So, what to do? First, remember that we have been through these kinds of things before. There were the plagues of historical times. Then the influenza outbreak of the early 20th century and the HIV epidemic. Physicians and health care providers always rise to the task. Unfortunately, some of these past events have taken a non-trivial loss of life of providers as well as patients. But we have gotten through them.



Second, be informed. Learn what is going on and what is known. Do this for both yourself, your staff and your patients. Do what you can to get appropriate PPE, learn how to use it properly and then use it. Don't let down your guard regarding infection control. Again, health departments can provide helpful information. If you are part of a hospital system, reach out to your infection control department. Practice healthy and safe habits. Reach out to occupational medicine experts. The New York State Occupational Health Clinic Network has locations throughout the state.

Be good to yourself and to your staff. They are going through the same kind of anxiety and concerns you are. Practice physical distancing, not social distancing. Put a funny face on your mask or respirator. Seek ways to keep in touch with friends and family via a tele-meeting. And if an issue arises, such as an exposure to COVID-19 as a result of work, be understanding about the realities of quarantine and self-isolation.

And, perhaps most importantly, don't do this alone. Seek help if needed. You may be the best orthopedist or internist in the world, but you likely don't have all the answers you need to navigate the problems we all face. And, rely on reputable sources that have given you valid guidance in the past; not on the hype of the Internet. Ask for the help of your own health care provider if you have symptoms or concerns. "Physician, heal thyself" often doesn't work. You put yourself, your family, your staff and your patients at risk. Perhaps nowhere is this truer than when it comes to your emotional health.

Stay healthy.

Feel free to contact me at AuerbachK@Aetna.com.

MetraComp wants to make your role as easy as possible. But we must work within the bounds of the NYS Workers' Compensation system.

Karl Auerbach MD, MS, MBA FACOEM
Medical Director

PPO Administrator Forum

WC Board authorization reminder

The expanded list of providers authorized to treat injured workers in NY include:

- Duly licensed acupuncturists
- Chiropractors
- Nurse practitioners
- Occupational therapists
- Physical therapists
- Physicians
- Physician assistants
- Podiatrists
- Psychologists
- Social workers



More information

For more information about the expanded provider law, visit the [WCB website](#). You'll find an overview and FAQ there as well.

Medical record review

MetraComp performs medical record reviews each year. Be sure to include all elements of requested documentation in your response. Doing so helps to guarantee a successful review. Thank you for your support of this process.

Provider network survey

We value your service to MetraComp and care about your opinion. Please take a few minutes to complete and submit the [MetraComp Provider Network Survey](#).

You can also return a copy of your completed survey to MetraComp, Attn: QI Specialist via fax to **1-855-711-7957**. Or you can mail your survey to 3200 Highland Ave., Downers Grove, IL 60515.

In-network referrals

Referring MetraComp PPO participants (injured workers) to other MetraComp PPO providers is critical to the direction of care under the New York PPO program. You will find participating providers by visiting our newly designed [website](#). Select the "Locate a MetraComp Provider" link. This will take you to our online referral tool. You'll also find other information available to you on our site.

Thank you

Thank you to all our providers. We appreciate your continued participation in our NY programs.

Tamara Puccia
MetraComp PPO Administrator

Regulatory/New York Workers' Compensation Board (WCB) Updates

The New York WCB has adopted changes and amendments for a number of topics.

On Authorized Health Care Providers and IMEs: The WCB issued a bulletin for the newly authorized health care providers approved to render services to injured workers. They require the authorization status indicator ('W', 'I', or 'B') to be listed at the end of the authorized health providers authorization number. More information is on the [WCB website](#).

On MTGs: The WCB has adopted new Medical Treatment Guidelines (MTG) for elbow, foot/ankle, hip/groin injuries, and interstitial lung disease, effective January 1, 2021. More information is on the [WCB website](#).

On reimbursement for COVID-19 testing: The WCB has adopted, on an emergency basis, reimbursement for COVID-19 testing when there is a claim for workers' compensation benefits due to work-place exposure to COVID-19. More information is on the [WCB website](#).



On COVID-19 and Workers' Compensation Q&A: The WCB has issued a bulletin to answer questions about workers' compensation benefits to employees who get COVID-19 while on the job. More information is on the [WCB website](#).

On telehealth: The WCB has adopted, on an emergency basis, telehealth options to help with the outbreak of COVID-19. This update replaces the emergency rule from April. More information is on the [WCB website](#).

On DME: The NY State Department of Health issued a notification regarding the updated DME procedure code manual and fee schedule. More information is on the [DME website](#).

On CPT Codes and RVUs: The WCB has adopted, on an emergency basis, reimbursement for COVID-19 testing when there is a claim for workers' compensation benefits due to workplace exposure. More information is on the [WCB website](#).

On resolution process for COVID-19 claims: The WCB has issued a bulletin addressed to claims administrators regarding prompt action needed to ensure that COVID-19 claims are resolved in a timely manner. The goal is to ensure that individuals with a workplace illness receive prompt and proper medical care and indemnity benefits. More information is on the [WCB website](#).

On MTGs: The WCB has adopted Medical Treatment Guidelines (MTGs), to add two new MTGs for hand, wrist and forearm injuries and occupational/work-related asthma. More information is on the [WCB website](#).

On attending physicians: The WCB has adopted medical reporting requirements of attending physicians. More information is on the [WCB website](#).

On CMS-1500: The WCB has issued a bulletin for the transition to use the CMS-1500 form effective July 1, 2021. This form will streamline the medical bill process and reduce the paperwork requirements currently in the workers' compensation system. More information is on the [WCB website](#).

On expanded provider law: The WCB has issued a bulletin for expanded providers authorized to treat injured workers. More information is on [WCB website](#).

On Training for MTGs: The WCB has issued a bulletin offering training for the new Medical Treatment Guidelines (MTGs) that become effective January 1, 2021. More information is on the [NY WCB website](#).

On OnBoard: Limited Release: The WCB has issued a bulletin for a new business information system, OnBoard, a Better System for a Better Board. OnBoard provides an intuitive, user-friendly system, increased accuracy and quality, and paperless transaction for health care providers. More information is on the [OnBoard website](#), including [OnBoard: Limited Release FAQs](#). For more details about the new system, view the [Intro to OnBoard video](#).

Complaints and Grievances

To report complaints and grievances, call **1-800-360-1275 (TTY: 711)**.

Additional Resources

- [MetraComp](#)
- [NY State Workers' Compensation Board](#) (WCB)
- [Occupational Safety and Health Administration](#) (OSHA)
- [National Institute for Occupational Safety and Health](#) (NIOSH)
- [American College of Occupational and Environmental Medicine](#)
- [Health Insurance Portability and Accountability Act](#) (HIPPA) information

Coventry offers workers' compensation, auto, and disability care-management and cost-containment solutions for employers, insurance carriers, and third-party administrators. With roots in both clinical and network services, Coventry leverages more than 40 years of industry experience, knowledge, and data analytics. Our mission is returning people to work, to play, and to life, and our care-management and cost-containment solutions do just that. Our networks, clinical solutions, specialty programs, and business tools will help you focus on total outcomes.

Mitchell, Genex, and Coventry have recently combined their joint industry expertise and advanced technology solutions into one organization to simplify and optimize property, casualty, and disability claims processes and services.

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