
Provider Update

2nd Edition 2022

Keeping You in the Loop

MetraComp, Inc.
New York
Workers' Compensation
PPO Network

MetraComp Clients in New York

This is a list of MetraComp's clients. We make every effort to ensure it shows all clients contracted to use our New York (NY) 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.

- 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
- Insurance Company of the West (ICW)
- 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[®]

We're Here to Help

Questions? Please 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
- Equinox Holdings, Inc.
- JC Penney
- JetBlue® Airways
- Kohl's®
- Manhattan College
- Michael Stapleton Associates
- MJC Confections, LLC
- Rensselaer Polytechnic Institute
- Riverhead Building Supply Corp.
- Walmart/Sam's Club

Medical Director Forum

WANTED: Community Providers

My article on this issue is a bit different from the usual. This is more like a “want ad” for MetraComp providers to join a “community”. Now before you decide that this is a phishing ad to lure you into some quick, get-rich scheme-let me assure you it is not. This position is asking you to commit for a long period of time although each quarterly session is short, and it certainly won’t make you rich. In fact, it pays nothing!

MetraComp is looking for participating physicians to become Community Providers. As a Community Provider, you will join our online MetraComp Quality Improvement Committee (QIC) meetings on a quarterly basis, typically on the last Thursday afternoon in the months of January, April, July, and October. It “pays” with the satisfaction of knowing you have contributed to the improvement of the MetraComp program. No experience is necessary, but you must be prepared to share your thoughts and opinions. Contact Karl Auerbach MD at (585) 721-6699 for more information.

The MetraComp “community” is a group of physicians and other medical providers who make up the MetraComp PPO. MetraComp serves a wide reach of employers across the state of NY to provide quality medical care for the employees of forward-looking companies who want the best and most efficient care possible for their Workers’ Compensation cases.

A “community” is defined as “a group of people living in the same place or having a particular characteristic in “common”. Another definition is “a feeling of fellowship with others, as a result of sharing common attitudes, interests, and goals”. Both definitions apply to the MetraComp community and particularly to the QIC team.

The QIC committee is a group of people who meet in the same “place” and at the same time. It is a virtual place but for that half-hour meeting, we can interact as though we are in the same physical space.

Like many other communities, we share characteristics. Members of the QIC include medical directors, operation and support personnel, regulatory compliance, and quality assurance team members. The dozen or so members of the committee are all professionals involved with improving the quality of care provided by MetraComp. We all believe in the value of a PPO, have our roles within MetraComp, and our goal as a community is to further improve the quality of care provided to members.

But, at the same time as we share characteristics as well as common attitudes, interests, and goals, we need diversity among our QIC committee, and this is part of the value our Community Providers offer as well. Current members of our QIC committee represent the leadership and members of the support team for our MetraComp program. The composition of the QIC committee needs additional input from our providers who are treating our customers’ injured employees. What are you as a provider experiencing? What do you want leadership to know? What do you want to learn from leadership? What is going right, what is not going right and how can we help to correct it? The involvement of Community Providers allows this exchange of information and is critical to the overall success of our program.

If you are interested, please get involved. If you have questions or want to “apply”, please contact me at Karl.Auerbach@enlyte.com, or give me a call anytime at (585) 721-6699. I look forward to welcoming you to our modest, yet mighty community.

Karl Auerbach MD, MS, MBA FACOEM
Medical Director

PPO Administrator Forum

Network Update

MetraComp Providers – Register Now!

MetraComp offers a proprietary website to provide important self-service options as an efficient alternative to calling or emailing for information and support. After successfully registering, access the portal to verify bill status and payment details, obtain client lists, and access the state manual and other important information to help you manage your business with MetraComp. Visit

www.coventryprovider.com to register and if you need assistance, contact the provider support team at: Phone: 800-937-6824 (8:00 am to 8:00 pm EST) or Email: CoventryProvider@cvty.us.com.

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 5210 E Williams Circle Suite 220, Tucson, AZ 85711.

In-Network Referrals

Referring MetraComp PPO participants (injured workers) to other MetraComp PPO providers is critical to the direction of care under the NY PPO program. You will find participating providers by visiting our [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 NY WCB has adopted changes and amendments for a number of topics.

On Medical Reporting in Rochester: The WCB has published a notification regarding authorized provider shortage in the Rochester Area and temporary change on medical reporting requirements. More information is on the [WCB website](#).

On Medical Forms: The WCB has published a notification regarding changes to a number of forms to be more inclusive of the diverse public. More information is on the [WCB website](#).

On Telemedicine: The WCB has adopted, on an emergency basis, amendments to 12 NYCRR 325-1.8, 329-1.3, 329-4.2, 333.2, and 348.2 regarding the use of telemedicine by authorized providers where medically appropriate for social distancing purposes due to the outbreak of COVID-19. More information is on the [WCB website](#).

On Inpatient Rates: The New York Department of Health (DOH) has provided the NY Workers' Compensation Board with updated reimbursement rates for acute per case inpatient rates, exempt hospitals, exempt units, and detoxification inpatient rates. More information is on the [WCB website](#).

On Reminders: The WCB has published a bulletin regarding important reminders for healthcare providers for the CMS-1500 form. More information is on the [WCB website and CMS-1500 Initiative](#).

On MTGs: The WCB has adopted, on an emergency basis, amendments to 12 NYCRR 324.3, incorporating that sacroiliac joint (SIJ) fusion and peripheral nerve stimulation are not performed unnecessarily, and that if it is medically necessary, then prior authorization has been obtained. More information is on the [WCB website](#).

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 as Enlyte, a family of businesses with one shared vision.

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