
Provider Update

1st Edition 2023

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

The Long and Winding Road

So begins the Beatles' song of the same name. Many say it's about the journey of life. But, in the current day, it is also a metaphor for COVID. Beyond the acute and often serious issues of respiratory infection, COVID has shown itself to be a neurological disease, and that aspect of COVID leads to the long and winding road of what has come to be known as "Long COVID".

In the early days of the pandemic, the syndrome that has become known as Long COVID wasn't fully recognized or understood. Many people who had recovered from the acute infection continued to have a number of symptoms including fatigue, physical weakness, neurologic problems, and problems with cognition ("brain fog"). Often these individuals were dismissed as not having a real problem, but it is a very real and big problem.

According to the Centers for Disease Control, currently, 1/13 adults in the US (e.g., 7.5% of the population) have "long COVID symptoms", defined as symptoms lasting three months or more after first contracting the virus, and that they didn't have prior to their COVID-19 infection. To put it another way, more than 40% of adults in the US reported having COVID-19 in the past and nearly one in five (19%) are currently still having symptoms of "long COVID". Considering that the adult population of the US is 255 million, that means 100 million cases and 19 million report current symptoms of "long COVID" as of June 2022.

In contrast to polio, which has been an epidemic in the US in the past, most people were asymptomatic but 25% would have flu-like symptoms. Typically, these symptoms would last two to five days. A small proportion of the cases develop neurological symptoms (about 0,1% in children and 1.3% in adults). The polio epidemic was from 1940 to 1960. In 1953, which was the worst year for polio, 57,628 cases were identified, over 3000 died, and over 21,000 were left with mild to disabling paralysis. Even at that rate, in the 20 years of the epidemic, there were "only" less than a half million who had paralysis.

Clearly, polio was a terrible and feared disease. Yet, the numbers pale in comparison to the number of people who have had COVID, and the disability from COVID can be as much of a problem as many of the cases of polio. While the paralysis of polio is lifelong, the symptoms of long COVID can last for years if not permanently.

Today polio is unknown in the US although there are several people who had polio in the past, survived, and didn't have problems until they were older. We just don't know about the future for COVID.

So, why am I writing about "long COVID" in a newsletter aimed at Workers' Compensation providers? Healthcare workers (HCWs) are on the front lines of care for COVID cases. Especially at the onset of the pandemic, this group of workers didn't have appropriate and/or adequate personal protective equipment. In the early stages, it wasn't entirely clear (or believed) how COVID spread. The bottom line is that many HCWs got COVID, and they got it early. Data is suggesting that more of these earlier cases are more likely to develop long COVID.

Similarly, employees in a variety of service industries kept working, often at great risk to themselves. In many instances, these were lower-wage workers who either didn't feel they had the option of not working or were forced to keep working. Such groups such as grocery store workers, transportation workers, and fire/police/ambulance workers all had high rates of COVID.

Under the NY Workers' Compensation system, cases of COVID contracted at work, are covered by Workers' Compensation, and a case of long COVID that came about from a work-related case of COVID is likewise covered. The Workers' Compensation Board (WCB) has been diligent in letting workers know about their rights relative to COVID and encouraging valid cases to apply. So, if you haven't already seen work-related cases of long COVID, odds are that you will.

As vaccination against COVID became available, the number of COVID cases declined significantly. While a significant number of cases are still occurring, they are mostly in the unvaccinated population. Vaccinated individuals (as with any infectious disease) are not totally protected but their risk is lower, and early data suggests that vaccination may help protect against long COVID.

The treatment of long COVID is evolving. There is no definitive answer as to how to treat such cases as to whether or not they are work-related. There are several centers of excellence in the NYC area treating long COVID, and the NY Department of Health has established a long COVID website (health.ny.gov/diseases/long_covid/). The WCB has been conducting a series of repeating webinars directed at employers, employees, and health care providers regarding COVID and long COVID.

The magnitude of the issue of long COVID and work-related long COVID is likely to be much larger than anyone could have predicted. Time will tell how long we will be on that "long and winding road".

Karl Auerbach MD, MS, MBA FACOEM
Medical Director
Karl.Auerbach@enlyte.com

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 manuals 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 the 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.

Community Providers

MetraComp is still looking for participating providers to volunteer to serve as Community Providers who attend quarterly QI meetings where you can offer feedback on the Workers’ Compensation environment in NY and your experience with the MetraComp programs. If you are interested in becoming a Community Provider, please e-mail us at MetraComp@cvty.com.

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 OnBoard – The NY WCB published a notification regarding OnBoard Email Updates for Payers and Providers. More information is on the WCB website for [OnBoard](#), [Payers](#), and [Providers](#).

On DME: The New York Department of Health (DOH) published a notification regarding the 2023 Durable Medical Equipment (DME) procedure code manual and fee schedule (FS). 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 Workers Compensation Board has published a notification regarding revised inpatient rates for John T. Mather Memorial Hospital from 1/1/2016 – 12/31/2019. 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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