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# Provider Update

1<sup>st</sup> Edition 2022

Keeping You in the Loop

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**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 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<sup>®</sup> Insurance/ Wausau
- MCMC, LLC
- Nationwide<sup>®</sup> Insurance Company
- New Venture Gear
- New York State Insurance Fund
- Old Republic
- PMA Insurance Company
- Public Service Mutual
- QBE Insurance Company
- Safeco Insurance<sup>™</sup>
- Sedgwick<sup>®</sup> Claims Management Services, Inc.
- Safety National<sup>®</sup>
- Sentry<sup>®</sup> Insurance
- Starr
- The Hartford
- The North River Insurance Company
- Tokio Marine Management, Inc.
- United States Fire Insurance Company
- Walmart<sup>®</sup>
- Zurich<sup>®</sup>

## 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

### On Board Way

To paraphrase a lyric made famous in the 60's by the Drifters, "They say the neon lights are bright On Broadway". It was with much fanfare and anticipation that the Workers' Compensation Board (WCB) has launched its set of tools for providers to file various forms. After a run of a tool to request variances for the medication formulary "off" Board way, the first elements of the "OnBoard Limited Release (OnBoard)" system launched last month. More elements are promised to be on the way.

One of the ongoing complaints about the forms needed to obtain services for patients is that it is confusing to determine what form should be filed for various services. Some requests require a C4-Auth, others require a MG-2. Some vendors want a MG-1, and medications outside of the formulary require a formulary variance form. While these forms have been available online, their completion has not been the easiest.

For example, there was no smooth system for administrative staff to complete the forms for the provider to sign, timeouts were not uncommon, and multiple locations had to be accessed to get to the right form.

Recognizing these issues, the WCB undertook to develop a system they have called "OnBoard" that is aimed at simplifying both the decision on which form is to be used and completion of the form itself. It offers the potential for a smoother operation of requesting materials or services for patients.

If you liked the formulary request system, you will like OnBoard. While there are some formatting changes, the basic system is quite similar. Your information is pre-entered based on your log on to the Medical Portal. After entering the WCB claim number or the carrier reference number, two additional items are needed. This brings up the claim with helpful details including claim status. The employer and carrier information come from the claim information, so it does not have to be entered. Using a mix of drop down and text entry, the details of the request are entered. At any point along the way, the request can be saved for either later completion or the provider signature.

Like any human designed system, there are some potential glitches. A relatively simple to fix issue is the reference to the system on the WCB Medical Portal. Rather than call it "OnBoard" which was publicized by the WCB as the new system, the reference is a symbol that looks like a compass and reference to Prior Authorization Request (PAR). I am sure most providers will figure out soon enough that this is OnBoard but it could be clearer.

Once in the PAR section, the WCB case number or the carrier case ID is needed. That is not always something the patient knows or remembers especially in the initial visits. While there is a system to obtain this reference, it requires intervention by WCB staff and adds to the time to move forward with the request. It would be nice if there were a better search mechanism to find the case number so as not to delay the request awaiting claim information.

Perhaps it will be a feature in later versions of OnBoard but as it seems to stand, there does not appear to be feedback if an already authorized formulary item is requested. Keeping track of what is and what isn't formulary for a given body part is no easy task. I suspect that most providers will simply complete a PAR for most if not all medications. This will add potential delay to getting requested medications. Likewise, unless feedback is given at the time of completion, other requests for services will similarly be slowed down unless the Medical Treatment Guidelines (MTGs) are consulted.

It's not clear what will happen if a medication is misspelled. The system offered no feedback when I tried to enter a medication with a purposeful misspelling. It is not at all clear that such errors will be detected in the review step of the request. And it is likewise not clear how the insurer will deal with such issues. Will they approve such and potentially approve an incorrect medication or will they reject and ask for further details thereby delaying ultimate approval.

The OnBoard instructions indicate that the patient and/or their attorney are to be notified regarding requests. I see no inherent issue there, but one major gap does not appear to be handled by OnBoard; notification to the ultimate provider of the requested service. In the medication arena, most pharmacies

rely on clearing houses or pharmacy benefit systems. No matter what the carrier might have said, no matter what the care provider has said and no matter what paperwork the patient may have the pharmacy often will not fill a script until there pharmacy side systems says it has been approved. Many care providers have been frustrated by this gap and their patients have had delays in getting needed medication. I would hope that a sophisticated system such as OnBoard has the potential to be able to notify all parties efficiently.

I give the WCB a lot of credit in trying to make the system more efficient and easier to use and hope they will be receptive to suggestions from provider users. I also hope that providers will recognize that such systems are not simple to develop and may take several iterations before they work smoothly. So, if you have issues with OnBoard (or indeed any other Workers' Compensation system), please let the Medical Directors Office know, and feel free to let me know as well so that I can also make the concerns known.

Stay healthy and feel free to contact me at [Karl.Auerbach@enlyte.com](mailto:Karl.Auerbach@enlyte.com).

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 state manual and other important information to help you manage your business with MetraComp. Visit [www.coventryprovider.com](http://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](mailto: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 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 will 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 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 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](#).

**On Form Submission Guidelines:** The WCB has published a bulletin to improve customer service for all stakeholders and to reduce system costs, the Workers' Compensation Board issued guidelines on submitting forms and other documents. More information is on the [WCB website](#).

**On Telemedicine and COVID-19:** 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 OnBoard: Limited Release (Phase III):** The WCB has published a notification regarding the rollout of phase 3 for treatment/testing prior authorization requests (PARs); including Independent Medical Exam (IME) request notifications. More information is on the [WCB website](#) and [OnBoard: Limited Release](#).

**On OnBoard: Limited Release (Reminders):** The WCB has published a notification addressing a potential privacy concern related to the provider registration process for the Board's new online information system, OnBoard: Limited Release (OBLR). More information is on the [OnBoard: Limited Release](#).

**On DME Fee Schedule:** NY has adopted 12 NYCRR § 442.1 and 442.2 regarding the durable medical equipment (DME) fee schedule. More information is on the [WCB website](#).

**On OnBoard: Limited Release (Phase II):** The WCB has published a notification regarding the rollout of phase 2 for durable medical equipment (DME) prior authorization requests (PARs). More information is on the [WCB website](#) and [OnBoard: Limited Release](#).

**On MTGs:** The WCB has adopted amendments to 12 NYCRR 324.2, incorporating 3 new **Medical Treatment Guidelines (MTGs)** for eye disorders, traumatic brain injury, and complex regional pain syndrome. More information is on the [WCB website](#).

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

**On OnBoard: Limited Release (Phase I):** The WCB has published a notification regarding updates for the new and improved business information system, [OnBoard](#), which will offer stakeholders a much easier and more efficient way of interacting with the Board for health care providers, medical suppliers and payers. More information is on the [NY OBLR Health Care Providers](#), [NY OBLR Medical Suppliers](#), [NY OBLR Payers](#).

**On Telemedicine and COVID-19:** 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 the Form CMS-1500 – Health Care Providers:** The WCB published a reminder for health care providers related to the Board’s initiative to transition to the universal billing form CMS-1500. More information is on the [WCB website](#) and [CMS-1500 Initiative](#).

**On the Form CMS-1500 - Payers:** The WCB published a reminder for payers related to the Board’s initiative to transition to the universal billing form CMS-1500. 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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