

# NCAComp, Inc.

## NYS Workers' Compensation Industry Updates – January 2024

### Prior Authorization Request Reform – Fast Facts

On May 2<sup>nd</sup> 2022, the Workers' Compensation Board implemented the final stage of their planned prior authorization request reform. This saw request types updated and all forms moved from physical to digital, now being required to be submitted electronically via the Workers' Compensation Board's OnBoard portal.

At the recently held NYSIA (New York Self Insurance Association) conference the Workers' Compensation Board shared the following statistics displaying the impact of this reform:

- Greater than 822,000 total prior authorization requests have been processed.
- 93% of all requests have been adjudicated without the involvement of the Workers' Compensation Board's Medical Director's Office.
- Less than 1% of all requests resulted in a hearing being held.
- 100% of all medication, durable medical equipment and behavioral health requests have been resolved within 1 to 3 days.

### Telehealth in New York State Workers' Compensation

In order to facilitate the necessary care for injured workers in the safest manner possible during the pandemic the Workers' Compensation Board implemented emergency telehealth regulations which allowed for injured workers to have increased access to telehealth services, which were previously limited to calls to discuss test results.

In 2023, the Workers' Compensation Board adopted new permanent regulations for these services which will allow for them to continue to be provided and also provide guidance for when in person services are required to rendering medical providers. Further details can be found on the Workers' Compensation Board's website, found here:

<https://www.wcb.ny.gov/telehealth/>

*If you are interested in discussing the potential impact of these changes further or would like to inquire in further detail, please contact Erin Jordan at 716-362-6493 or [ejordan@ncacomp.com](mailto:ejordan@ncacomp.com) or contact your dedicated NCA account representative.*