

PROVIDER Update

1st Edition 2021
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

Telehealth- then, now and in the future

Years from now, in looking back at 2020, the problems of the COVID-19 pandemic will certainly be foremost in the mind. But perhaps something good will come out of it and hopefully carry forward. First, the great progress in vaccine development will indeed be a positive highlight, but my hope is that 2020 will go down as the year when telehealth came into its own.

Telehealth has been with us since Alexander Graham Bell said to Watson-asking for the first house call-“come here I want you”. Over the decades that followed, consultation by telephone was not that uncommon, but the content was limited. Part of that limit was due to the inherent limits of the telephone, but part was due to the inability to charge for services done in that manner; even if extensive.

Television never really caught on as a means of providing health care to individuals although it provided for broadcast of health information to larger populations. It wasn't until the advent of the internet that telehealth really caught on. Information on demand allowed more precisely directed access to information about health. Podcasts provided for directing information to more focused groups. But until recently, it was all one way. The health care provider provided information in a retrievable way, but there was little opportunity for two-way interaction.

With the technological advances of home cameras and improved communications capability, two-way interaction between a patient and a health care provider became more feasible, but the barrier of payment still remained. Except for a significantly limited set of conditions, Medicare, Medicaid, most private insurers and Workers' Compensation would not re-reimburse for the service. Thus, it remained an interesting and hopeful tool, but not widely used.

Enter COVID-19. With the need for social (e.g. physical) distancing and avoidance of potential sources of exposure, telehealth came into its own. Payers were willing to pay for the services. Telehealth flourished. Even Workers' Compensation- often much slower than other payers- found it a useful tool. While this is written at a time when we are still practicing social distancing, more and more offices are opening to patients. But telemedicine has proven to be a useful tool even if social distancing is not needed.

Although telehealth has only been adopted on an emergency basis for Workers' Compensation in NY, my hope is for a permanent proposal for telehealth in the NY workers' compensation system.

Stay healthy and feel free to contact me at AuerbachK@Aetna.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 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 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 Medical Narrative Report: The WCB has published a notification instructing providers to prominently report 3 sections of information on the Form CMS-1500 Medical Narrative Report Template. 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: The New York Workers' Compensation Board (WCB) has published a notification regarding updates for health care providers and payers (insurers, self-insured employers, and third-party administrators (TPA)) for the OnBoard: Limited Release system. More information is on the [WCB website](#).

On IME and Disposition Extensions Necessitated by COVID-19: The New York Workers' Compensation Board (Board) has published a notification regarding Independent Medical Examinations (IME) and deposition extensions necessitated by COVID-19. More information is on the [WCB website](#).

On OnBoard: Limited Release Updates for Providers – DME: The WCB has published a notification regarding updates for health care providers for the OnBoard: Limited Release system and Durable Medical Equipment (DME) suppliers. More information is on the [WCB website](#).

On Formulary: The WCB has adopted, on an emergency basis, 12 NYCRR 323.3, requires insurers, self-insured employers and third-party administrators (TPA) to provide notice to affected claimants and medical providers of the date that refills and renewals of prescription medication must conform to the New York Workers' Compensation Drug Formulary (NY WC Formulary). More information is on the [WCB website](#).

On ASC Fee Schedule: The WCB has adopted, on an emergency basis, 12 NYCRR 329-2.1, to increase fees for certain listed procedures under the ambulatory surgery fee schedule. More information is on the [WCB website](#).

On Designating Contacts for PARs: The WCB has adopted, on an emergency basis, 12 NYCRR 323.2, to require payers designate contacts for prior authorization requests (PARs) by May 1, 2021. More information is on the [WCB website](#).

On DME Fee Schedule and PA Process: NY has adopted 12 NYCRR § 442.2, 442.4, and 442.5 regarding the durable medical equipment (DME) fee schedule and establishment of a prior authorization (PA) process for DME. More information is on the [WCB website](#).

On Requesting Prior Approval: NY has adopted 12 NYCRR 324.1, 324.2, 324.3, 324.4, 325-1.4 regarding the implementation of an internet portal-based submission and review process relating to prior approval for medical treatment and care. More information is on the [WCB website](#).

On MTG Lookup Tool: The WCB has published a notice regarding the availability of a recently released tool that is available in the Medical Portal related to the WCB NY MTGs. More information is on the [WCB website](#).

On SLU Evaluations: The WCB has published a notice regarding inquiries associated with the electronic version of the Doctor's Report of MMI/Permanent Impairment (Form EC-4.3), specifically related to Schedule of Loss of Use evaluations (SLU). More information is on the [WCB website](#).

On Drug Formulary: The WCB has published a notice to establish a drug formulary that takes into account suggestions made by interested parties, while also maintaining consistency with treatment guidelines to the NY Workers' Compensation Drug Formulary (Drug Formulary). More information is on the [WCB website](#).

On Reimbursement for COVID-19: The WCB has adopted, on an emergency basis, an amendment to 12 NYCRR 329-1.3 regarding the reimbursement for COVID-19 testing when there is a claim for workers' compensation benefits due to workplace exposure to COVID-19. 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 MTGs: The New York (NY) Workers' Compensation Board (Board) has issued a bulletin proposing updates to the NY Mid and Low Back Injury, Neck Injury, Knee Injury, and Shoulder Injury Medical Treatment Guidelines (MTGs). More information is on the [WCB website](#).

On 2020 Reimbursement Rates: The WCB has issued a bulletin updating the reimbursement rates for acute per case inpatient rates, exempt hospitals, exempt units, and detoxification inpatient rates. More information is on the [WCB website](#).

On Effective Date Extended for MTGs, DME Fee Schedule, and Drug Formulary Prescription Refill Compliance: The WCB has issued a bulletin extending the effective date for the new Medical Treatment Guidelines (MTGs), Durable Medical Equipment (DME) Fee Schedule, and the drug formulary for prescription refills to go into effect the second quarter of 2021, previously 01/01/2021. More information is on the [WCB website](#).

On OnBoard: Limited Release; New Resources and Webinar Opportunities: The WCB has issued a bulletin regarding new resources available and webinar opportunities to help learn about the new system and prepare for a smooth transition when it becomes available. More information is on the [WCB website](#).

On OnBoard: Limited Release – Releases for Health Care Providers: The WCB has issued a bulletin regarding resources available for health care providers about OnBoard: Limited Release. More information is on the [WCB website](#).

On Acupuncturists & the Submission of Form CMS-1500: The WCB has issued a bulletin allowing acupuncturists to submit Form CMS-1500 electronically. 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.

This information has been prepared by Coventry for informational purposes only. Where applicable, information in this document is based on publicly available information. It is not intended to be construed as clinical, legal or regulatory/legislative advice. Readers should refer to the citations provided as well as any specific laws, rules or regulations for more information, and/or consult appropriate clinical or legal counsel.