
Provider Update

2nd Edition 2021

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 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? 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

Medical Treatment Guidelines

Webster's Dictionary defines "Guideline" as a "rule or instructions that shows or tells how something should be done." In a medical context, according to the Medical Dictionary, "guidelines are a series of suggestions, issued by official bodies...for the conduct of medical practice. They include advice on the treatment of particular disorders or on effective ways of dealing with any clinical or human-relational problem."

In 2010, the NY Workers' Compensation Board (WCB) issued the first edition of the New York Mid and Low Back Injury Medical Treatment Guidelines (MTGs)." In a "key facts" document the WCB indicated that "the MTGs are the standard of care for treating injured workers in New York," and that use of the Guidelines "is mandatory for treatment" of body parts covered by the approved Guidelines.

In the years that followed, the WCB issued additional MTGs for the neck, the knee, the shoulder, carpal tunnel and non-acute pain. Modifications were made to the Guidelines, but the basic structure remained the same. Many of the recommendations made were based on consensus of expert panels. The goal of the guidelines is stated to focus on functional restoration. Interventions are defined as being recommended or not recommended. Time frame of use is outlined, and recommendations are made that if something isn't working, something else should be tried.

Although not overtly stated, it seems clear that a trade-off made with the institution of the various MTGs is that if the intervention (with some notable exceptions for certain surgical procedures) is recommended by the Guidelines, pre-authorization is not required.

Additional Guidelines have recently been made available in pre-implementation versions for the ankle and foot, the elbow, the hip and groin, interstitial lung disease, work related asthma, post-traumatic stress disorder (PTSD) and acute stress disorder, work related depression and depressive disorders and an expanded hand, wrist and forearm guideline that will incorporate carpal tunnel. Additional editions of the existing MTGs are in the pipeline. The WCB indicates that these additional Guidelines will become effective to coincide with the launch of "OnBoard Limited Release," the long-awaited interface for provider-WCB interactions.

As a long-time provider of Workers' Comp care in NY and part of the American College of Occupational and Environmental Medicine team involved with issuing the Occupational Medicine Practice Guidelines almost 25 years ago, I was optimistic that perhaps we might be seeing some improved standards in care of occupational illness and injuries. Perhaps there would be less wrangling with the insurance side of the system to get treatments done if they were recommended by the MTG for the body part. But alas, in my opinion, that has not happened to any great degree. There continues to be push back by various provider groups who continue to practice either in their own personal style or by using any of a number of other guidelines. In 2011, The Guidelines International Network database listed more than 3,700 guidelines. In the U.S., the National Guidelines Clearinghouse accepts hundreds of guidelines each year with some 2,700 entries as of 2008. The volume continues to expand dramatically. There are even "guidelines for guidelines."

As many practicing providers will attest, there are still delays in obtaining types of care for injured workers despite recommendations in the NY WCB MTGs. Claims adjusters and case managers may or may not be familiar with the NY WCB MTGs. This is especially true when dealing with small insurers who are not located in NY and do not routinely deal with NY guidelines, or there may be conflicting guidelines from other guideline issuing organizations, and some providers still use treatments that are specifically not recommended by the current MTGs and wonder why they are not approved.

So, what to do? First, be right medically. Base recommendations for treatment on the best medical information that is available. That means keeping up with the MTGs, but it also means keeping up with the literature in the field and looking at the literature with an appropriate scientific approach. If there is a treatment that you believe offers your patient a better outcome, recommend it, but be prepared to explain the rationale in the report in which you are recommending something outside of the MTGs. Re-evaluate the treatment as it progresses. If it is not working, don't keep throwing more of the same at the case. Determine why it isn't working if possible and look to something else.

On an individual level, do your research and make sure you are on firm ground in what you are proposing in your treatment plan. Challenge the adjuster or case manager if you feel that they are not properly applying the MTG for the circumstance. Or if you believe the MTG is not appropriate, explain why you believe this and be sure to include references to appropriate scientific literature. Reach out to the Medical Director of the insurer or to me as MetraComp's Medical Director.

On an organizational level, continue to work with your specialty's scientific committees. If you feel that something recommended or not recommended in the MTGs is wrong, work to get a better understanding of why it is so indicated. Provide appropriate scientific basis for trying to change it. There have been numerous changes to the MTGs over the years and there will almost certainly be more.

As the number of body parts/conditions for which the WCB issues MTGs increases, there certainly will be angst on the part of some providers. Support what you believe is the right thing to do medically. Speak out where you see issues but be sure to explain your rationale; don't base your arguments on "that's what I was taught" or "that's what I have always done." Medicine is a dynamic and ever-changing profession. Continue to help make care better moving forward rather than getting mired down in the past.

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 Drug Formulary Refills and Renewals Compliance: The New York Workers' Compensation Board (Chair/Board) has published a notice regarding drug formulary refills and prescription renewals. More information is on the [WCB website](#).

On CMS-1500: The New York Workers' Compensation Board (Board) has published an update regarding the transition to the universal billing form CMS-1500 to streamline the medical billing process and reduce the paperwork requirements currently in the workers' compensation system. More information is on the [WCB website](#).

On Medical Billing Disputes: The New York Workers' Compensation Board (Chair) has adopted amendments requiring all objections to medical bills be made simultaneously to make the process more efficient. More information is on the [WCB website](#).

On Telehealth; COVID-19: The New York Workers' Compensation Board (Chair) has adopted, on an emergency basis, 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 (NY) Workers' Compensation Board (Board) 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. More information is on the [WCB website](#).

On CMS-1500: The New York Workers' Compensation Board (Board) has published a reminder regarding a number of requirements related to the Board's initiative to transition to the universal billing form CMS-1500. More information is on the [WCB website](#).

On Payments by DME Suppliers: The New York (NY) Workers' Compensation Board (Chair) has published a bulletin regarding the Chair's policy regarding payments by Durable Medical Equipment (DME) suppliers to Health Care Providers. More information is on the [WCB website](#).

On Drug Formulary: The New York Workers' Compensation Board (Chair) has published consensus amendments to the NY Worker' Compensation Formulary (Formulary). More information is on the [WCB website](#).

On Drug Formulary and Medical Marijuana Clarification: The New York Workers' Compensation Board (Chair) has published a clarification to the adoption to the NY Workers' Compensation Drug Formulary (Formulary) and the submission of medical marijuana prior authorization requests (PAR). More information is on the [WCB website](#).

On Drug Formulary and Medical Marijuana: The New York Workers' Compensation Board (Chair) has adopted an update to the NY Workers' Compensation Drug Formulary (Formulary) and the submission of medical marijuana prior authorization requests (PAR). More information is on the [WCB website](#).

On Ambulatory Surgery Fee Schedule: The New York Workers' Compensation Board (Chair) has adopted the updated fees for ambulatory surgery services, especially due to the COVID-19 pandemic. More information is on the [WCB website](#).

On Reimbursement 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 DME: The New York Workers' Compensation Board (Board) has proposed amendments for the correction of several codes and update to the Official NY Workers' Compensation (WC) Durable Medical Equipment (DME) Fee Schedule. More information is on the [WCB website](#).

On Telehealth: The New York Workers' Compensation Board (Board) has proposed amendments to permanently provide the option for telehealth visits in some circumstances. More information is on the [WCB website](#).

On MTG Training: The New York Workers' Compensation Board (Board) has published a notification regarding training available for the new medical treatment guidelines (MTG). More information is on the [WCB website](#).

On Workers' Compensation Operations; COVID-19: The New York Workers' Compensation Board (Board) has published a notification the expiration of the State of Emergency necessitated by the COVID-19 pandemic. More information is on the [WCB website](#).

On Ambulatory Surgery Fee Schedule: The New York Workers' Compensation Board (Chair) has adopted, on an emergency basis, 12 NYCRR 329-2.1, to update fees for ambulatory surgery services, especially due to the COVID-19 pandemic. More information is on the [WCB website](#).

On Health Care Providers and Medical Supplies: The New York Workers' Compensation Board (Board) has published a notification providing reminders for health care providers and medical supplies. More information is on the [WCB website](#).

On DME: New York State Department of Health has published a notification regarding the updated 2021 Durable Medical Equipment (DME) procedure code manual and fee schedule. More information is on the [NY State Dept. of Health](#).

On Drug Formulary and Prescription Refill Compliance: The New York Workers' Compensation Board (Chair) has issued a bulletin delaying the effective date of June 7, 2021, for formulary refills and prescription renewals, previously 01/01/2021. More information is on the [WCB website](#).

On MTGs: The New York (NY) Workers' Compensation Board (Chair) has issued a bulletin proposing to incorporate new Medical Treatment Guidelines (MTGs) for post-traumatic stress disorder (PTSD) and acute stress disorder (ASD) and major depressive disorder (MDD). 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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