
Provider Update

1st Edition 2025

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. 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
- Cedar Insurance Company
- CNA
- Chrysler
- Chubb Indemnity Insurance Company
- Delphi
- Employers
- 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
- Public Service Mutual
- QBE Insurance Company
- Rochester Institute of Technology
- Safeco Insurance™
- Sedgwick® Claims Management Services, Inc.
- Safety National®
- Sentry® Insurance
- Starr
- The Hartford
- The North River Insurance Company
- Tokio Marine Management, Inc.
- TriStar
- United States Fire Insurance Company
- 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
- Bausch + Lomb
- Castle Building Corporation
- Central Park Conservancy
- Chrysler
- Claire's
- CVS
- DHL - Lea Williams
- Equinox Holdings, Inc.
- Hillside Children's Center
- JC Penney
- JetBlue® Airways
- Kohl's®
- Manhattan College
- Michael Stapleton Associates
- MJC Confections, LLC
- Rensselaer Polytechnic Institute
- Rentokil
- Riverhead Building Supply Corp.
- Rochester Institute of Technology (RIT)
- Southern Glazer's Wine & Spirits

Medical Director Forum

Two Steps Forward - CMS-1500 Electronic Submission Requirement for NY Workers' Compensation: What You Should Know

As I hope you are already aware, medical reports in the New York (NY) Workers' Compensation system utilize a version of the CMS-1500. This becomes **effective on August 1, 2025**. If you are still using the C-4, first make a call to your biller or billing department and then continue to read about these critical developments.

While the form may be the same as for other health insurance plans, it is important that your billers recognize that the contents are specific to a Workers' Compensation case. The use of the various elements of the CMS-1500 specific to Workers' Comp are outlined in the Workers' Compensation Board (WCB) Medical Portal and can be found at <https://www.wcb.ny.gov/CMS-1500/requirements.jsp>. Key among the various usage differences are listing the employer's information as the "insured" and the Workers' Comp carrier as the "Payer" in most cases. Instead of the "date of birth," the accident date is used. In a number of places, "other" is to be used when a choice is presented. Also, the injured worker's Social Security number is to be used instead of their contract number with a general health care carrier, and there is a required field (9A) where the WCB Case number (if known) must be entered. The various usage is found in a "Field table" that is aimed at XML submission partners.

The "two steps forward" benefit is that the provider can use a different format which will be converted by the submission partner. How much the format can vary from the ultimate form going to the Board will depend on the submission partner. Many submission partners can take data from the electronic medical record. These issues should be part of the decision process on choosing a submission partner.

Since Workers' Compensation cases require more information than can be included on the CMS-1500, additional information must be provided. For a visit report by a physician or NP/PA, a narrative must be attached to the CMS-1500. This narrative report must include a causal relationship of the injury/illness to the patient's work activities, the patient's work status, and the temporary impairment percentage. Although a medical visit note may be used, it must include these essential elements. The use of a template is strongly suggested, and an example template has been provided at https://www.wcb.ny.gov/CMS-1500/Medical_Report_Template.pdf.

For impairment rating reports, the CMS-1500 is also to be used, and the C-4.3 is to be attached. C-4.3 forms will no longer be accepted as individual forms, and if a separate C-4.3 is sent to the WCB, the Board has indicated it will be rejected. The submission partners have also been instructed to reject CMS-1500 submissions that are not accompanied by the required medical narrative and/or attachment.

You may already be submitting CMS-1500 to the WCB. If so, that is great. As of **August 1, 2025**, all CMS-1500s are required to be submitted electronically to the WCB via a "submission partner." These are companies that have been vetted by the WCB to be able to take the elements of the CMS-1500 for a Workers' Compensation case and add certain elements and put the data in a form acceptable to the WCB. Many providers are already working with a submission partner. The change is that the use will be required. Paper versions of the CMS-1500, online versions, or use of a non-vetted submission partner will no longer be acceptable.

The Board has authorized the use of code 99080 but only up to one dollar (\$1.00) or less depending on the charge to the provider. If you have a large volume of Workers' Comp cases, the charge from the submission partner may be tolerable. Cost may be a factor if your volume of Workers' Comp cases is low.

So why is this not "two steps back"? What do you get in return? The Board indicates that the benefits of electronic submission include faster bill payments and reduced administrative burden because the electronic submission partner submits CMS-1500 to the insurer and the Board. These seem to be the case with those submitting electronically at present, but it remains to be seen if that translates to volume. What does seem likely is the faster identification and correction of technical errors, including being able to resubmit without having to wait for the carrier to deny the bill. Another key benefit is promised to be an increased certainty that the insurer has gotten the form since an electronic receipt is to be given to the provider, and the Board indicates there will be acceptance or rejection of the bill within seven days.

So, what next? If you are already submitting CMS-1500s electronically, it is likely that you are already signed up for electronic submission. There is an Excel list that is found at <https://www.wcb.ny.gov/CMS-1500/CMS-1500xml/CMS1500-providers.xlsx>. If you are on this list, you don't have to sign up again. If not, go to <https://www.wcb.ny.gov/medicalportal/health-care-providers-access-admin.jsp> and complete the CMS-1500 electronic submission agreement.

Next, check that the submission partner you are using is vetted by the WCB to submit the CMS-1500. This can be found at https://www.wcb.ny.gov/content/ebiz/XMLSubmissions/xmlSubmissions_vendorList.jsp. If your vendor is on this list, you are ready to submit CMS-1500s electronically. If not, you need to arrange to use one of the listed submission partners. Since at the present time only eight vendors are listed, this may be

a step backwards as you will have to submit Workers' Compensation CMS-1500 through one of these groups and may have to change vendors for at least the Workers' Compensation forms.

Remember, as of **August 1, 2025**, the only way you can submit bills and attach reports is electronically via one of the submission partners. Insurance carriers and third-party administrators will no longer accept hard copy bills, which will result in delays of payment to you and backlogs in receivables. A caveat is that the WCB does not endorse any specific submission partner and has no knowledge of any other aspect of the electronic submission partner's business and expressly indicates that the Board makes no representations or warranties, express or implied, as to any aspect of the electronic submission partner's business.

Additional information can be found at <https://www.wcb.ny.gov/CMS-1500/fags.jsp#providers>. If you are encountering problems with the CMS-1500 process or have additional questions, please send an email to CMS1500@wcb.ny.gov. I would also welcome information as to how things are going for the MetraComp providers. You can reach me at KAuerbach@aol.com.

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PPO Administrator Forum

Network Update

MetraComp Providers – If you haven't registered already, please do so 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

Including all elements of the requested documentation in your response will help guarantee a successful review. Thank you for your support in 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.us.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 CMS-1500 - The NY WCB Board is requiring health care providers, effective 08/01/2025, to contract with an electronic submission partner to submit the CMS-1500 universal medical billing form electronically on their behalf. [WCB website](#).

On Authorized Providers - As part of Governor Kathy Hochul's Fiscal Year 2026 Budget, effective May 9, 2025, physicians who are training in residency and fellowship programs accredited by the Accreditation

Council on Graduate Medical Education (ACGME) are permitted to treat injured workers in New York State under the appropriate supervision of faculty physicians. [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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