

# Provider Update

2<sup>nd</sup> Edition 2025

Keeping You in the Loop

**MetraComp, Inc.**  
New York  
Workers' Compensation  
PPO Network

## MetraComp Clients in New York

The following is a list of MetraComp's clients. We make every effort to ensure it includes all clients contracted to use our New York (NY) network of preferred provider organization (PPO) providers. Our insurance carrier clients 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

### **“What occupation does he follow?”**

Bernardo Ramazzini, who is generally recognized as the father of occupational medicine, said, “When a doctor arrives to attend some patient of the working class...let him condescend to sit down... not on a gilded chair...on a three-legged stool... He should question the patient carefully... So says Hippocrates in his work 'Affections.' I may venture to add one more question, What occupation does he follow?”

Ramazzini, who lived from 1633 to 1714, discussed the importance of occupation in his seminal work “*De Morbis Artificum Diatriba* (Diseases of Workers)” published in 1700. In that work, he discussed various problems found in the occupations of the patients that he saw. He noted that there were different patterns of disease that often depended on the occupation of the patient. *De Morbis Artificum Diatriba* Ramazzini gave descriptions of the diseases associated with 54 different occupations, from the mercury poisoning of Venetian mirror makers to the diseases afflicting learned men. While the specifics of several of his cases are different, many of the same problems persist in modern occupations.

So, why is the issue of occupation so important to modern medical care? After all, we can diagnose many of the conditions described by Ramazzini by a lab test or imaging. Diagnosis is but one of the things that we, as modern practitioners, must consider when treating a patient. First, when confronted with a patient with a set of symptoms, we should try to narrow the field of all possible tests to those that are likely to give the best result for the specific patient. While the old saying in medicine “when you hear hoofbeats”, think of horses, not zebras” is still a good maxim, knowing the context is important. So, if it’s the western plains of the US, horses are most likely. But if it’s the Savanna in Africa, you better not ignore those critters with stripes.

Knowing the occupation can help guide us, for example, while mirror making stopped using mercury in the late 19<sup>th</sup> century, mercury is still very much found in several industries such as coal fired power generators, recycling plants (hopefully saving those Venetian mirrors) and dental professionals who can be exposed to elemental mercury. So, the patient who presents with headaches and irritability most likely has a “horse” issue of stress, anxiety, poor sleep, caffeine issues or dehydration, and should be checked for these issues. But if you know that the patient works in a recycling facility, it makes sense to look for that “zebra” of mercury exposure.

Ramazzini realized that not all workers' diseases were attributable to the working environment (chemical or physical agents). He observed that a variety of common workers' diseases appeared to be caused by prolonged, violent, and irregular motions and prolonged postures. He studied the relationship between certain disorders and postural attitudes, repetition of movements, weightlifting and anticipated some preventive measures. Such cumulative trauma and repetitive motion injuries have recently been called an occupational epidemic of today's workplace. So, if seeing a patient with a shoulder complaint, it would be helpful to know that as a pipefitter, he works looking and reaching overhead frequently. It would seem to make sense to get the imaging sooner than later to look for signs of premature degenerative changes. The provider seeing the patient might or might not indicate the occupation/activity in the radiology request, and the radiologists reading the films might be better able to diagnose what is seen on the image if they know the occupation and would make for a more comprehensive report.

We are generally taught to take a social history. The importance of the "social" realm is increasingly recognized in the "bio-psycho-social" model of disease. Unfortunately, the "social" element is often limited to marital status, smoking, alcohol and sometimes drug use. All of these are important, but with a simple addition of asking that same question that Ramazzini suggested, "what occupation does he follow", we can gain a wealth of information to help guide us in the diagnosis and care of our patients.

Please remember that MetraComp is a Workers' Compensation PPO. As such, the issue of occupation is not only important in the general sense, but it helps to better understand the needs of the MetraComp patient population. It is one of the key audit elements that we look for when we review medical records for quality. Knowing the occupation helps inform the auditor to better understand the rationale of the provider in caring for the patient. It helps identify occupations that might need special attention in preventing injuries and illness caused by the workplace. On a more practical level, it is something that the New York Workers' Compensation Board (NY WCB) is interested in knowing to help better prevent and treat future patients.

We typically know the company. After all, they are the ones ultimately responsible for the financial aspects of the care of the injured/exposed worker. But any one company will have multiple occupations, and the scope of various job titles can vary from company to company. Thus, it is imperative to take a few extra moments to ask the patient what they typically do at work. Their care will be better for it.

Diagnosis is but one part of the care. A differential diagnosis is another. Treatment is clearly the goal of diagnosis, and each of these is made better by knowing the occupation. Further, in a Workers' Compensation setting especially, decisions about causality are very important. While you might want to consider a referral to an occupational medicine provider for a complex case, the decisions all start with understanding what the person does during a large portion of their time at work. In future articles, I hope to address each of these in the context of heeding Ramazzini's advise- "what occupation does he follow?"

You can always reach me at [KAuerbach@aol.com](mailto:KAuerbach@aol.com) with any questions.

Karl Auerbach MD, MS, MBA FACOEM  
Medical Director

## PPO Administrator Forum

### **In-Network Referrals**

Referring MetraComp PPO participants (injured workers) to other MetraComp PPO providers is critical to the direction of care rules under the NY PPO program. You will find participating providers by visiting our [website](#). Select the “Find a MetraComp Provider” button. This will take you to our online referral tool. You’ll also find other information available to you on our site.

### **We Need Your Help**

Volunteer as a Community Provider for MetraComp. This role is not time-consuming and only asks that you attend MetraComp’s quarterly QIC meetings where you can offer feedback on the Workers’ Compensation environment in NY and your experience with our programs. Please consider becoming a Community Provider and e-mail us at [MetraComp@cvty.us.com](mailto:MetraComp@cvty.us.com).

### **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](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) and be sure to note you are a MetraComp participating provider.

### **Medical Record Review**

Include all elements of the requested documentation in your response to 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**. You can also mail your survey to 5210 E Williams Circle Suite 220, Tucson, AZ 85711.

### **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

NY WCB has adopted changes and amendments for multiple topics.

**On Form C-8.1B** - The New York (NY) Workers' Compensation Board (Board) has published a notification regarding the updated 'Notice of Objection to a Payment of a Bill for Treatment Provided (Form C-8.1B)' to require payers to provide a detailed explanation of their objections to bills for medical treatment. [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

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