
Provider Update

1st Edition 2024

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, 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
- 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
- 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.
- TriStar
- United States Fire Insurance Company
- Walmart[®]
- 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.
- JC Penney
- JetBlue® Airways
- Kohl's®
- Manhattan College
- Michael Stapleton Associates
- MJC Confections, LLC
- Rensselaer Polytechnic Institute
- Riverhead Building Supply Corp.
- Walmart/Sam's Club

Medical Director Forum

I did it my way

In a classic song of the 60's, Frank Sinatra croons, "I did it my way". While he was singing about life in general, the same philosophy might well be applied to medical care. For many years health care providers learned their profession from teachers and mentors who encouraged their particular approach to medicine and imparted this approach to their students. If the student deviated from that approach, they were often given an admonishment by the mentor to "do it my way, the way you were taught." Thus, right or wrong, things changed slowly.

Out in the real world, the provider learned that they needed to consider "community standards" if they wanted to fit in and get referrals from their colleagues. Thus, it became "our way." This resulted in wide variations. For example, Tadjerbasi et al ¹ found both temporal and regional variations in the use of surgery for carpal tunnel syndrome. This is not to say any region had superiority over others but that regional patterns in care do exist. "Our way."

Within these regional patterns, each provider developed their own approach based on their initial training as well as their ongoing training through continuing medical education and the like. If the approach caught on because it resulted in perceived better care or if it were the "latest and the greatest," the provider prospered and often kept doing it the way that was working for them. "My way."

Enter insurance. Over the last half of the 20th century and into the present, it is increasingly clear that health care costs are rising. An article on health spending by Telesfort et al ² present data that shows cost rose by almost any measure and that this cost rise was not inflation. In our system, it is usually carriers, both public and private, that foot the bill. They wanted cost effective care and they defined that from their

vantage point. This meant specifying what they would or would not pay for. Prior approval became the norm. “Their way.”

Workers’ Compensation was late to the fray, but they have gone in full steam. The American College of Occupational and Environmental Medicine (ACOEM) developed a set of Medical Treatment Guidelines (MTG). And the Work Loss Data Institute developed the Official Disability Guidelines (ODG). An increasing number of states adopted these guidelines or developed their own. Prior approval and requests for variance had come to Workers’ Compensation. “This way.”

Starting in 2010, responding to a legislative mandate, the New York the Workers’ Compensation Board (WCB) adopted a series of Medical Treatment Guidelines that have become the mandatory standard of care for Workers’ Compensation services³ in NY. These guidelines were developed starting with MTGs for the neck, back, shoulder and knee which were the most common services in Workers’ Compensation. Carpal Tunnel Syndrome MTG and Non-Acute Pain MTG as well as updated prior MTGs were rolled out in 2013. Since then, a wide range of almost all body parts have MTGs in place as of 2022. Thus, the WCB and the insurers have a set of mandatory MTGs in place. “The way.”

Implementation of the MTGs has led to a system of several preapproved treatments where, in theory, the provider does not need to request prior approval. For other procedures, prior approval is needed, which is now obtained through a medical portal developed by the NY WCB. If not approved, the provider can request it through the portal at a second level with the carrier or a third level with the WCB. In so doing, the provider needs to provide a rationale for requesting the treatment. “My way,” “Our way,” “Their way” or “This way” no longer suffice; it is “The way” or the treatment will not be approved. The chart needs to have appropriate documentation.

Simple? No, it really isn’t simple because many carriers cover different states and haven’t yet fully implemented review to the NY WCB standard for NY cases. And there are other players in the mix such as pharmacy benefit managers and other guidelines from professional organizations and from Medicare/Medicaid. The provider must navigate a mire of sometimes conflicting systems of what is approved treatment and what needs to have a prior approval or variance request. It’s no wonder providers have dropped out of the Workers’ Compensation system or no longer accept insurance in general.

As part of the requirements to be a Preferred Provider Organization (PPO) in New York, MetraComp reviews a number of medical provider records and case management charts annually and shares the results of such audits with NYS WCB. This is because of quality-of-care issues. And the WCB can and does audit samples of the charts. Elements of MetraComp’s audit process include documenting that the NY WCB MTGs are being followed. Thus, an otherwise excellent chart can have issues during the review process because use of the MTGs were not appropriately documented.

Providers must become familiar with the MTGs, apply them as clinically appropriate and document their use. Case managers likewise need to become familiar with the MTGs, make recommendations or express concern about their use or nonuse and document this in their notes. MetraComp will continue to review medical records and cases and offer suggestions for improvement.

Most of the providers and case managers fully understand the concept of the use of guidelines. But often they don't document such use or use the appropriate guidelines for the case. In performing these reviews personally, I recognize this and look for the underlying quality of care. If the WCB Medical Treatment Guidelines were used but not documented, it is still acceptable but complete documentation is requested and encouraged. If the WCB MTGs were not used, odds are a variance with explanation was requested and that documentation should find its way into the medical record. Audits are meant to be educational, not punitive.

If I reach out to you regarding an audit or file review, please understand that the purpose is for improvement. I too am a practicing clinician who wrestles with the plethora of guidelines and regulations we all live with. Do it "your way" and explain why if necessary, otherwise, please apply the appropriate NY WCB MTGs as required for Workers' Compensation.

If you have any questions, please feel free to contact me.

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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 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

As Dr. Auerbach mentioned above, we perform medical record reviews annually. Please be sure to include all elements of the requested documentation in your response. Doing so helps to 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 DME: The New York State Department of Health has published a clarification notification regarding Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) fiscal order policy. More information is on the [WCB website](#).

On Reimbursement – The New York Department of Health (DOH) has provided the NY Workers' Compensation Board with updated the 2023 reimbursement rates for acute per-case inpatient rates, exempt hospitals, exempt units, and detoxification inpatient rates. More information is on the [WCB website](#).

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On Telehealth: The New York Workers Compensation Board has published a notification regarding the proper method for payers to object to treatment via telehealth, in instances where the payer believes the use of telehealth was inappropriate and inconsistent with the regulation. More information is on the [WCB website](#).

On DME: New York State Department of Health has published a notification regarding the prior approval/authorization requirements for medical supplies, including Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) have been reinstated. More information is on the [WCB website](#).

On Video Recorded Evidence: The New York Workers Compensation Board has published a notification regarding video-recorded evidence. 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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