

New York Certified PPO Highlights



Note: The foregoing information provides a summary overview of certain statutory and/or regulatory provisions. This summary is not comprehensive and does not in any way constitute legal advice. Review of applicable statutes and regulations in their entirety may be necessary.

PPO Definition:

A plan certified by the Department of Health, owned, operated or administered by an entity with the capacity to establish a network of service providers and that provides or arranges for the coordination and delivery of all required services.

Benefits of Certified PPO:

- **Direction of Care for 30 days** from the first visit with a PPO provider;
- NY PPO is only means by which employer may direct care and gain some control;
- Discounted fee arrangements with PPO Participating Providers; and
- Guaranteed timely access;
- Mandatory care management including:
 - Utilization Review;
 - Return to Work;
 - Telephonic (TCM) and Field Case Management (FCM).
- NYS approved and credentialed PPO network;
- Access to network providers who are WCB authorized to treat work comp injuries in the state of NY; and
- Complaints/Grievances Support.

Certified PPO Requirements:

- Network
 - PPO Participating Providers contract directly with PPO;
 - PPO Certification is granted by county;
 - Must meet the minimum standards in urban vs. rural areas as established by the State of NY
 - Emergency care must be available 24/7
 - Initial non-emergency care must be available within 48 hours
 - Employer must be located within a certified county in order to participate; and
 - PPO is not required to reimburse at fee schedule.
- Utilization Review
 - Consistent with UR requirements of Article 49 of State Insurance Law; or
 - Consistent with Article 49 of the Public Health Law; or
 - URAC approved.
- Internal Dispute Resolution/Grievance Procedure
 - Second opinion must be available within the PPO;
 - Must comply with section 4408-A of Public Health Law; and
 - Individual has the continued right to file with the WCB.
- Return to Work Program
 - Case Management (Telephonic and Field); and
 - Right to Opt Out of the PPO
 - Injured worker may treat with non-PPO provider only 30 days after initial treatment with PPO provider; and
 - If injured worker opts out of the PPO network 30 days after initial treatment with a PPO provider, employer has right to a second opinion from a PPO provider.
- Quality Assurance / Improvement Committee
 - Oversight by Medical Director
 - Accountable to Governing Body

- Contracts
 - Network-Carrier Agreement between Metracomp, Inc. and carrier or self-insurer (not a TPA);
 - Management Services Agreement (MSA) – used if certain functions are managed by a third party such as a TPA; and
 - Network-Carrier Agreements and MSA's must be approved by NY State prior to execution.
- Education/Training
 - Client
 - Works with PPO Administrator; and
 - Employee Handbook that provides information required by the State of NY.
 - Provider
 - Provider Manual; and
 - Provider Update.

Reporting Requirements:

- Quarterly reporting must include:
 - Complete employer lists including name, address, number of unionized employees, and total number of employees and/or workers' compensation premium dollars;
 - Data related to claims, payments and outcomes on Certified PPO customers; and
 - Complete list of PPO Network.
- Endorsements:
 - WC 31 04 03 or WC 31 06 16; and
 - Must be filed with the WC Board within 10 days of effective date of PPO participation and upon renewal (Endorsements typically terminate after one year).
- Affirmations:
 - PPO-Employer Affirmation A or PPO-Employer Affirmation B;
 - Signed and notarized Affirmation A or B must be filed with the WC Board within 10 days of effective date of PPO participation; and are only required once.

Certified Counties:

• Albany	• Erie	• New York	• Oswego	• Rockland
• Bronx	• Kings	• Niagara	• Putnam	• Saratoga
• Cayuga	• Madison	• Oneida	• Queens	• Schenectady
• Columbia	• Monroe	• Onondaga	• Richmond	• Suffolk
• Dutchess	• Nassau	• Orange	• Rensselaer	• Westchester

Certified PPO Implementation Steps:

1. Contracts
 - a. Network-Carrier Agreement; and
 - b. Management Services Agreement, if necessary
2. Pre-Approval/Approval
 - a. New York State;
 - b. Carrier Endorsement;
 - c. Union Affirmation, if applicable; and
3. Notifications.

MetraComp Website:

- www.metracomp.com
- Provider Information
 - Look up a provider: on-line referral software, requires user name and password;
 - Nominate a provider; and
 - Apply to become a MetraComp Participating Provider.
- On-line Surveys
 - Patient Survey; and
 - Provider Network Survey.
- Certified Counties
 - List of all PPO Certified counties in NY.

***For additional information on the rules and regulations for Certified PPOs in the state of NY, please visit the following websites:

- <http://www.wcb.state.ny.us/content/main/PrefProviderOrg/Pporegs.htm>
- <http://www.health.state.ny.us/nysdoh/phforum/nycrr10.htm>