

Attachment 2 – MANDATORY TIME FRAMES
UTILIZATION REVIEW SERVICES
2024-03-INS

PAR Type	Request Type	Mandatory Time Frame for Insurer Response
MTG Confirmation	Requests previously done using the <i>Attending Doctor's Request for Optional Prior Approval and Carrier's/Employer's Response (Form MG-1)</i> .	Eight business days
MTG Variance	Requests previously done using the <i>Attending Doctor's Request for Approval of Variance and Carrier's Response (Form MG-2)</i> .	15/30 calendar days in accordance with GCL* Insurers must respond within 15 calendar days of receipt of a request from a health care provider. If an insurer decides to request an IME or the review of records, it must notify the health care provider and Chair, through OnBoard, within five business days and respond within 30 calendar days of receipt of the request.
MTG Special Services	MTG-related requests previously done using the <i>Attending Doctor's Request for Authorization and Carrier's Response (Form C-4Auth)</i> .	15/30 calendar days in accordance with GCL* Insurers must respond within 15 calendar days of receipt of a request from a health care provider. If an insurer decides to request an IME or the review of records, it must notify the health care provider and Chair, through OnBoard, within five business days and respond within 30 calendar days of receipt of the request.
Non-MTG Over \$1,000	Requests for treatment(s)/test(s) costing over \$1,000 with no applicable <i>MTGs</i> previously done using the <i>Attending Doctor's Request for Authorization and Carrier's Response (Form C-4AUTH)</i> .	30 calendar days in accordance with GCL*
Non-MTG Under or = \$1,000 (new)	Requests for treatment(s)/test(s) costing \$1,000 or less for non-MTG body parts.	Eight business days
Medication	Non-Formulary medication requests, including medical marijuana.	Four calendar days
Durable Medical Equipment (new)	Requests in accordance with the new <i>Official New York Workers' Compensation Durable Medical Equipment (DME) Fee Schedule</i> .	Four calendar days in accordance with GCL*

*General Construction Law (GCL) 25a states: "When any period of time, computed from a certain day, within which or after which or before which an act is authorized or required to be done, ends on a Saturday, Sunday or a public holiday, such act may be done on the next succeeding business day..."

**PLEASE NOTE: Subject to change per Workers Compensation Board (WCB) check the New York State Workers Compensation Board website for updates
[New York Workers' Compensation Providers Overview](#)