

NYS Workers compensation board
PO Box 5205,
Binghamton, NY
13902-5205.

1/29/2024

Philip Saad.
60 Butternut Ln
Stratford, CT
06614

Re: NYS, Worker's Compensation Portal, WCB case number 00303696
WCB case number G0252139

To whom it may concern:

I am writing this letter to express to the NYS, Worker's Compensation Board, the hardships and difficulties that I've been confronted with respect to my two WCB case numbers, and specifically the implementation of the New York State Worker's Compensation Portal.

The two referenced WCB case numbers resulted in partial disability settlements years ago, but I did not waive my rights to medical treatment and my understanding was I maintain these rights for my lifetime. In both of the referenced cases, the insurance carriers for each of these WCB case numbers have prevented me from seeing any of my physicians over the past 8 to 10 years. I have not had annual exams or updates on my injuries because the carriers would not approve an office visit with my physicians. This has created a rift between me, the patient and my physicians, as they do not have a high tolerance to spend a great deal of time seeking approval or authorization for an appointment when the carriers repeatedly deny it. This has put my health in question with respect to these injuries. Although I've had legal representation through the offices of Lawrence Shaw, the attorneys' recommendations pointed the physicians' offices to the remedies that they felt were available, but they never resulted in any appointments. Now the lawyer's office has asked me to direct the physician's office to this new portal.

The physicians billing staff have explored the portal and they have said explicitly that they will not participate in the portal because it is an administrative burden beyond anything they're able to do. The portal has added layers upon layers of requirements to the approval process. They have repeatedly said to me that they will see me if they can have approval directly from the carrier as had previously been the case.

The status now is they will not participate in this portal and if that's required, they will not entertain seeing me as a patient. I've looked at all of the providers listed in the portal in the state of Connecticut and there's only 10 or 12 orthopedic surgeons in the entire state and the closest one is 30 miles away. Additionally, it is unfair that I cannot see the treating physicians for the injured site particularly when it comes to a previously performed surgery. I have a prosthetic Birmingham left hip from Dr. Henry Backe from

Orthopedic Specialty Group. Dr. Backe wants to see me, and I shouldn't have to be forced to see a brand-new strange doctor to examine a surgery that he didn't perform 15 years ago because of a portal requirement. Dr. Backe was authorized to do the surgery in 2008 and follow up appointments until 2014. It is wrong that the doctor-patient relationship has been interrupted because the carrier has refused to authorize basic exams, even on an annual basis.

The portal system has now put me at a tremendous disadvantage and in inability to be treated for injuries that have already been approved by the Worker's Compensation Board.

I request for the New York state Worker's Compensation Board allow my physicians to receive direct authorization from the carriers for treatment rather than have to use the portal. I also request for the New York State compensation board to command the carriers for the two WCB case numbers that I've provided to authorize doctors' appointments for exams along with any necessary diagnostic tests, such as x-rays, MRIs, bloodwork, or any requirements to update and assess the previously approved injury sites. I would then ask for the board's cooperation as a liaison between the physicians and carrier if treatments are recommended and the carrier continues to be uncooperative when it comes to authorization.

Thank you for hearing my concerns.

Sincerely,

A handwritten signature in cursive script that reads "Philip Saad". The signature is written in black ink and is positioned above the printed name.

Phil Saad