

Instructions for Adding Independent Medical Examination (IME) Provider Role

To add the role of Independent Medical Examination (IME) Provider on My Secure L&I, you can either have:

- Each user “Get more access” (a request to your Administrator) (Chapter 1)
Or
- The Administrator grants access (“Grant access”) directly to users. Open the following link and go to page 10 to follow the instructions.
<http://www.lni.wa.gov/main/docs/MySecureLNIHowItWorks.pdf>

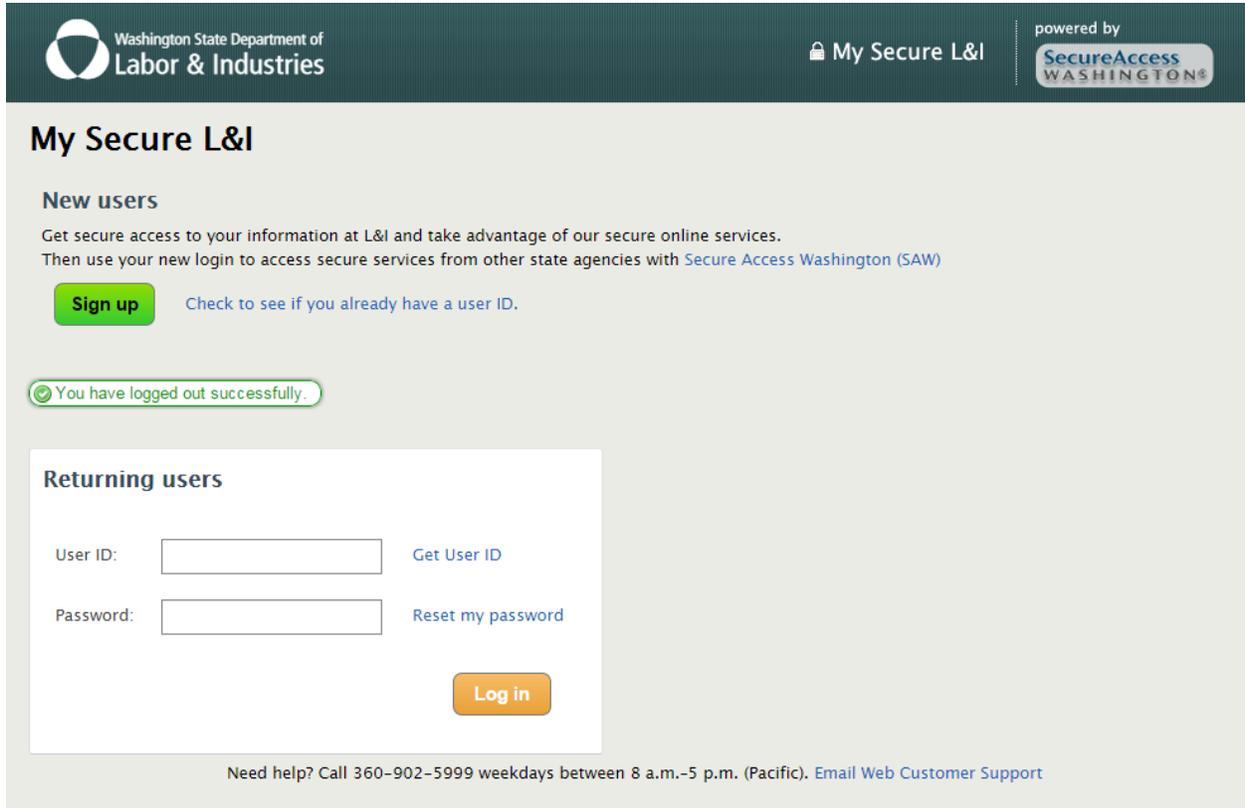
Chapter 1: Get more access

Chapter 2: Second layer of security to L&I’s online services

Chapter 3: Access the IME system

Chapter 1: Get more access

Step 1: Logon to your My Secure L&I account



Washington State Department of
Labor & Industries

My Secure L&I

powered by
SecureAccess
WASHINGTON

My Secure L&I

New users

Get secure access to your information at L&I and take advantage of our secure online services.
Then use your new login to access secure services from other state agencies with [Secure Access Washington \(SAW\)](#)

[Sign up](#) [Check to see if you already have a user ID.](#)

✔ You have logged out successfully.

Returning users

User ID: [Get User ID](#)

Password: [Reset my password](#)

[Log in](#)

Need help? Call 360-902-5999 weekdays between 8 a.m.-5 p.m. (Pacific). [Email Web Customer Support](#)

Step 2: Click on “Get more access” from the My Profile or My tasks screen.

Washington State Department of Labor & Industries

My Secure L&I | Welcome, [User Name] | Log out

My Profile

My tasks

Independent Medical Examiner
Provider ID : [Redacted]
Your request is pending your administrator's approval
ime project [Redacted]

+ Get more access

My personal information [Update](#)

User ID:
First name:
Last name:
Email:
Phone number:

[Update my password](#)

Report misuse
Do you suspect misuse of your SAW Account?
[Yes, I want to report misuse.](#)

Delete SAW Account
Follow this [link to SecureAccess Washington](#) page. You will then be able to delete your SAW Account.

Step 3: Click on the circle next to Independent Medical Examination (IME) Provider.

My Secure L&I | Welcome

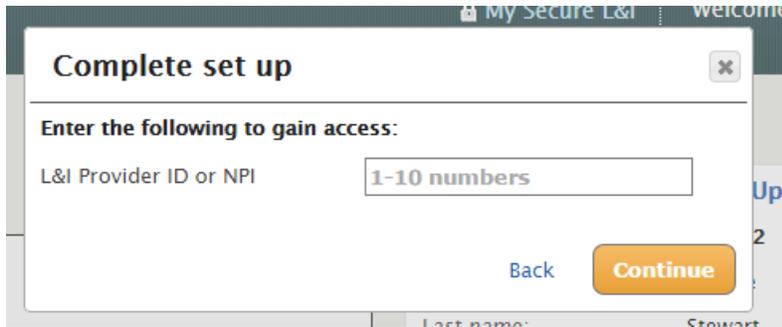
Complete set up

First, choose a role that applies to you.

- Injured Worker or Authorized Delegate
- Legal representative for an injured worker
- Medical, Vocational or other provider
- Independent Medical Examination (IME) Provider
- Employer or representative
- Third party administrator
- Third party accountant/bookkeeper
- Retro program administrator
- Health Services Coordinators and COHE Directors
- Surgical Best Practices Coordinator
- Best Practice Activity Coach
- Other

[Cancel](#) [Continue](#)

Step 4: Enter your L&I Provider ID or NPI. Click “Continue”



My Secure L&I | welcome

Complete set up

Enter the following to gain access:

L&I Provider ID or NPI

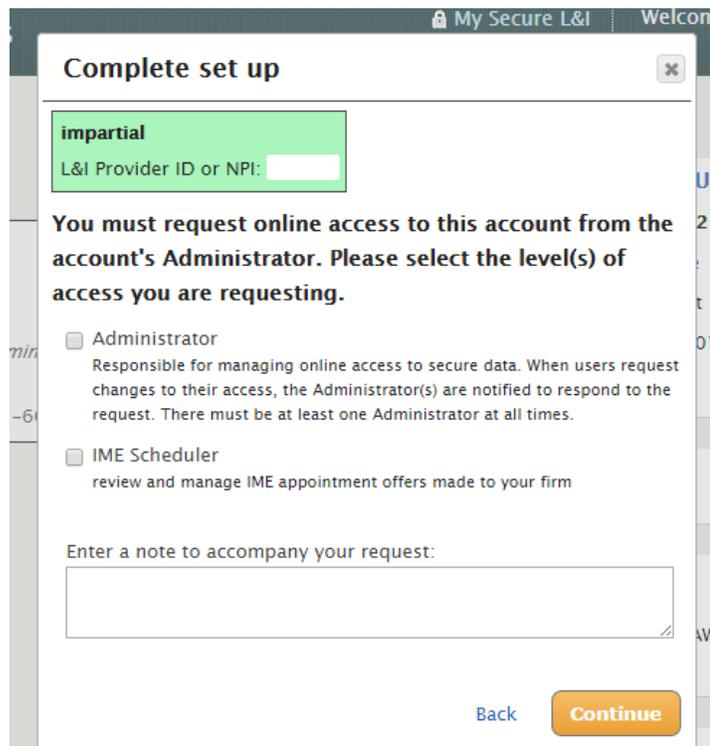
[Back](#) [Continue](#)

Step 5: Choose desired access (both can be chosen) by clicking on the box next to “Administrator” and/or “IME Scheduler”. Click “Continue”

If you like, you can enter a note to the Administrator who will be approving your access.

Note:

- If you are the Administrator (first user into My Secure L&I for your business) then you will be able to immediately access the IME system. Click on “Go to my profile”.
- If you aren’t the Administrator (the second or any subsequent user into My Secure L&I for your business); you will have access to the IME system once you both:
 - Are approved by your Administrator.And
 - Use the link from the My Secure L&I generated email to activate your account and complete your security profile ([Chapter 2](#)).



My Secure L&I | Welcom

Complete set up

impartial
L&I Provider ID or NPI:

You must request online access to this account from the account's Administrator. Please select the level(s) of access you are requesting.

Administrator
Responsible for managing online access to secure data. When users request changes to their access, the Administrator(s) are notified to respond to the request. There must be at least one Administrator at all times.

IME Scheduler
review and manage IME appointment offers made to your firm

Enter a note to accompany your request:

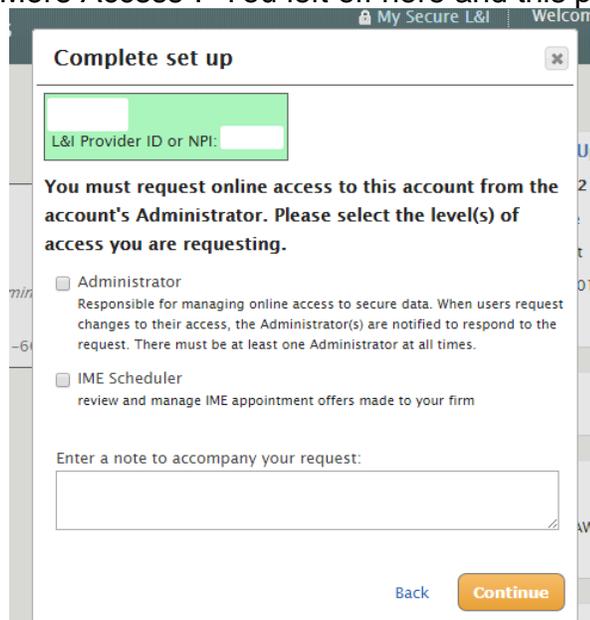
[Back](#) [Continue](#)

Chapter 2: Second layer of security to L&I's online services

Setting up your security profile

When getting access to the IME Provider role, you will see the following steps to set up your security profile when using either option:

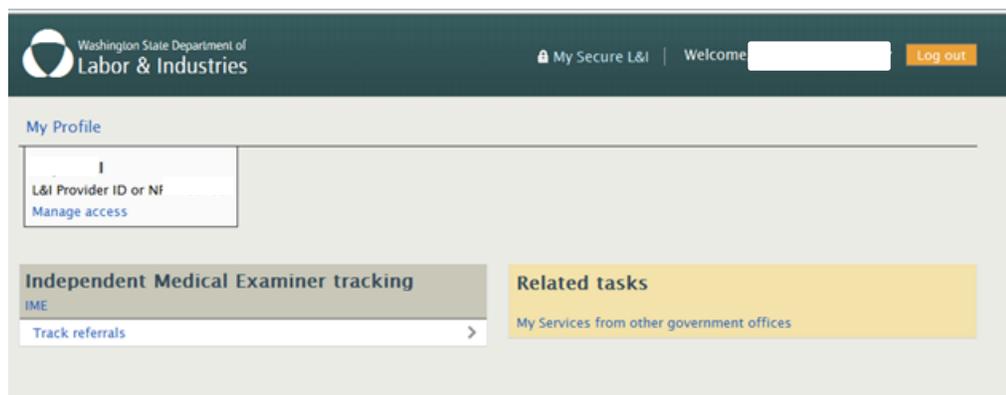
- “Get More Access”. You left off here and this process is continuous:



The screenshot shows a web browser window with the title "My Secure L&I" and "Welcome". The main content area is titled "Complete set up" and contains a form. At the top of the form is a green box with the text "L&I Provider ID or NPI:" followed by a text input field. Below this is a bold instruction: "You must request online access to this account from the account's Administrator. Please select the level(s) of access you are requesting." There are two radio button options: "Administrator" (with a description: "Responsible for managing online access to secure data. When users request changes to their access, the Administrator(s) are notified to respond to the request. There must be at least one Administrator at all times.") and "IME Scheduler" (with a description: "review and manage IME appointment offers made to your firm"). Below the options is a text area labeled "Enter a note to accompany your request:". At the bottom of the form are "Back" and "Continue" buttons.

Or

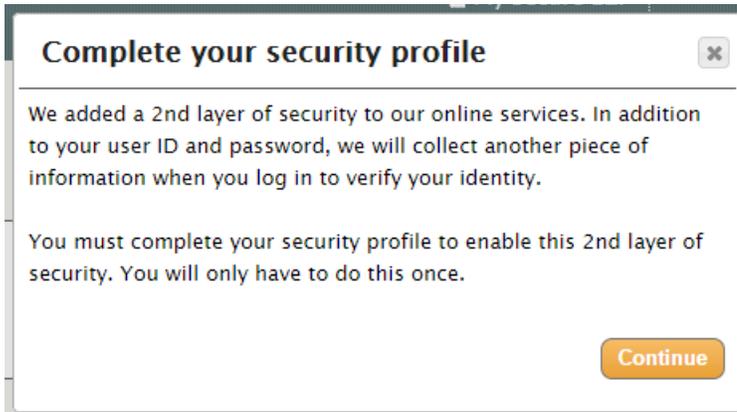
- “Grant access” by your Administrator. Using the link found in the email from MY Secure L&I; sign into your account; and click on “IME” or “Track referrals” from “My Profile” as shown here:



The screenshot shows the "My Profile" page in the L&I system. The header includes the Washington State Department of Labor & Industries logo and the text "My Secure L&I | Welcome [username] | Log out". The main content area is titled "My Profile" and contains a box with the text "L&I Provider ID or Nf" and "Manage access". Below this are two sections: "Independent Medical Examiner tracking" with a sub-section "IME" and a "Track referrals" link, and "Related tasks" with the text "My Services from other government offices".

Step 1:

After you've had a chance to read about the 2nd layer of security added, click "Continue".



Complete your security profile [X]

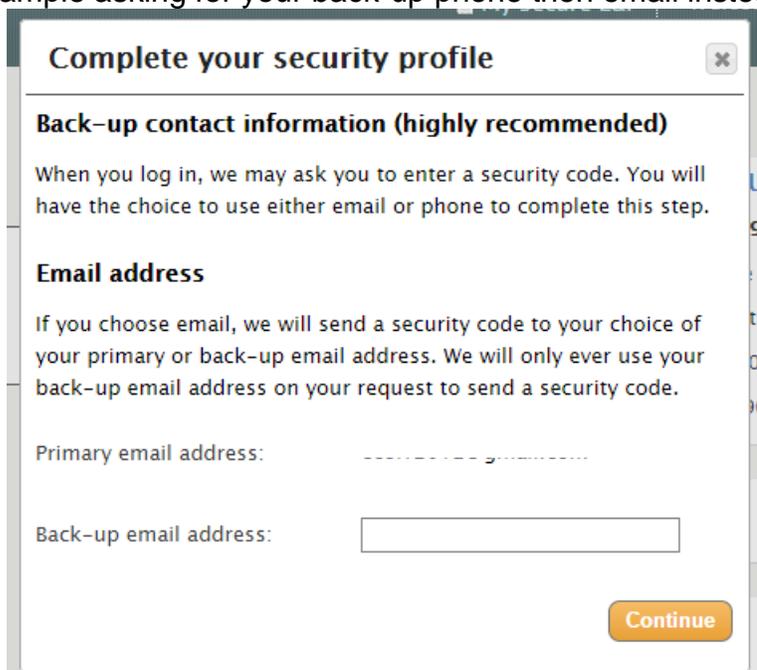
We added a 2nd layer of security to our online services. In addition to your user ID and password, we will collect another piece of information when you log in to verify your identity.

You must complete your security profile to enable this 2nd layer of security. You will only have to do this once.

[Continue](#)

Step 2: Enter your "Back-up email address" and click "Continue".

Note: This and the security screens that follow may be presented in a different order, for example asking for your back-up phone then email instead of the order shown here.



Complete your security profile [X]

Back-up contact information (highly recommended)

When you log in, we may ask you to enter a security code. You will have the choice to use either email or phone to complete this step.

Email address

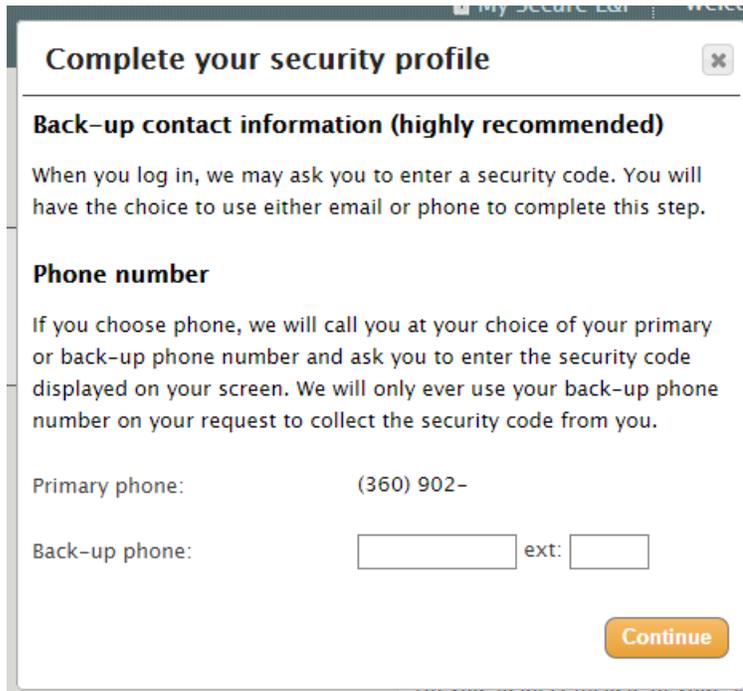
If you choose email, we will send a security code to your choice of your primary or back-up email address. We will only ever use your back-up email address on your request to send a security code.

Primary email address:

Back-up email address:

[Continue](#)

Step 3: Enter your “Back-up phone” and click “Continue”.



Complete your security profile

Back-up contact information (highly recommended)

When you log in, we may ask you to enter a security code. You will have the choice to use either email or phone to complete this step.

Phone number

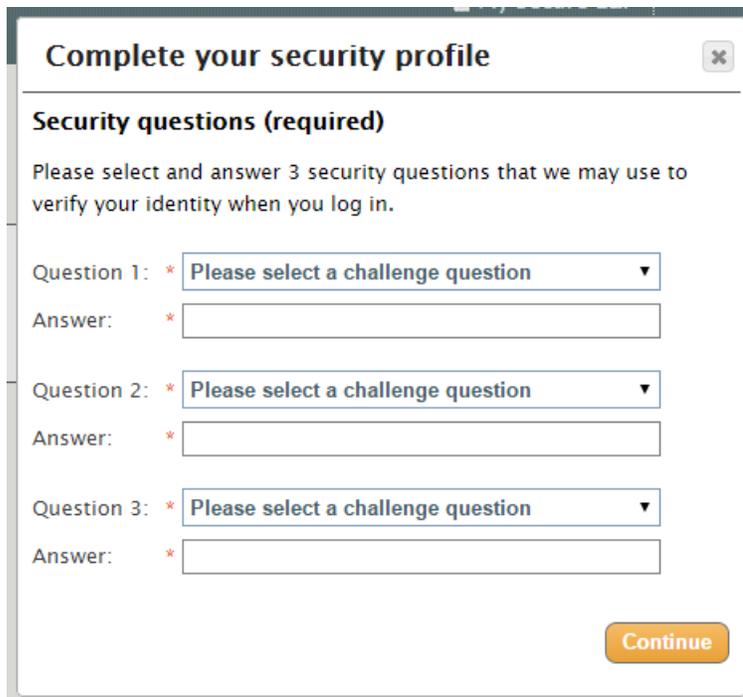
If you choose phone, we will call you at your choice of your primary or back-up phone number and ask you to enter the security code displayed on your screen. We will only ever use your back-up phone number on your request to collect the security code from you.

Primary phone: (360) 902-

Back-up phone: ext:

Continue

Step 4: Chose and answer the 3 “Security questions (required)” and click “Continue”.



Complete your security profile

Security questions (required)

Please select and answer 3 security questions that we may use to verify your identity when you log in.

Question 1: * ▼

Answer: *

Question 2: * ▼

Answer: *

Question 3: * ▼

Answer: *

Continue

Step 5: Answer “Would You Like Us to Remember this Computer?” by clicking in the box next to **Yes or No**, depending on whether this is the computer you will be using most of the time. Click “Continue”.

Notes: Choosing **Yes** remember my computer, if this is your primary work computer,

- Allows us to more quickly verify your identity, the purpose of adding a 2nd layer of security.
- Lowers the chance that you will be challenged by either receiving a code to enter or answering a security question.

Complete your security profile ✕

You have successfully set up the following login information:

Challenge Questions

Question 1:	In what city was your high school? (full name of city only)
Answer:	Olympia
Question 2:	What is the first name of your oldest niece?
Answer:	
Question 3:	What is your mother's middle name?
Answer:	---

Phone Numbers

Primary:	+1 -
Back-up:	+1 -

Email Addresses

Would You Like Us to Remember this Computer?

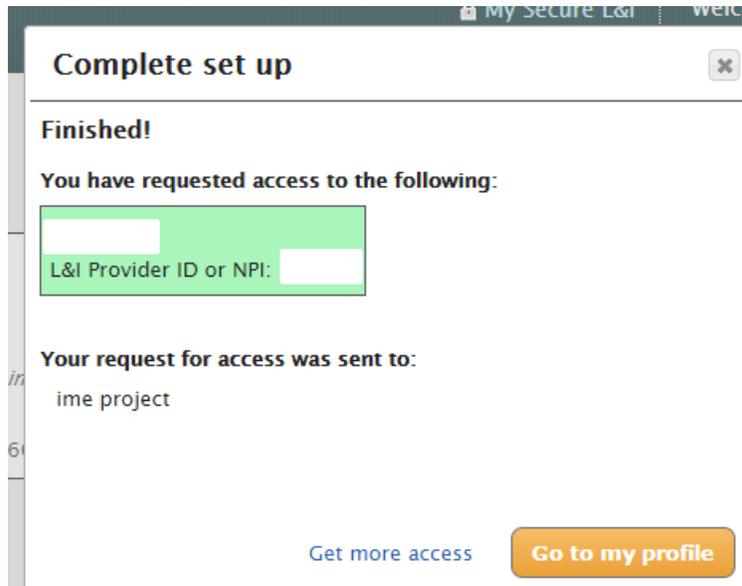
Yes. I plan to use this computer in the future to access my account.

No. This is a public computer or one I do not plan on using often to access my account.

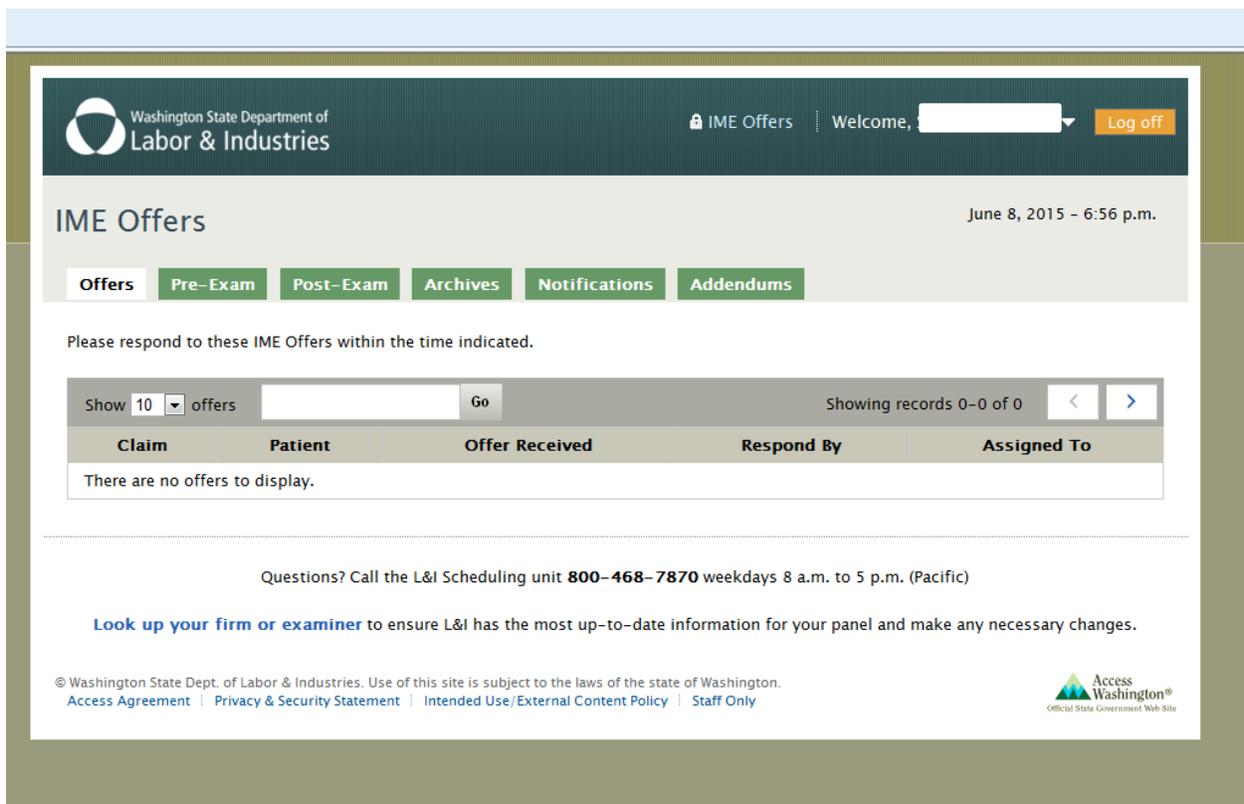
[edit](#) [Continue](#)

Step 6: Congratulations! If you followed the steps for:

- “Get more access”, you have **requested access** for the role of Independent Medical Examination (IME) Provider and completed your security set up.



- “Grant access”, you **have access** as an IME provider and completed your security set up.



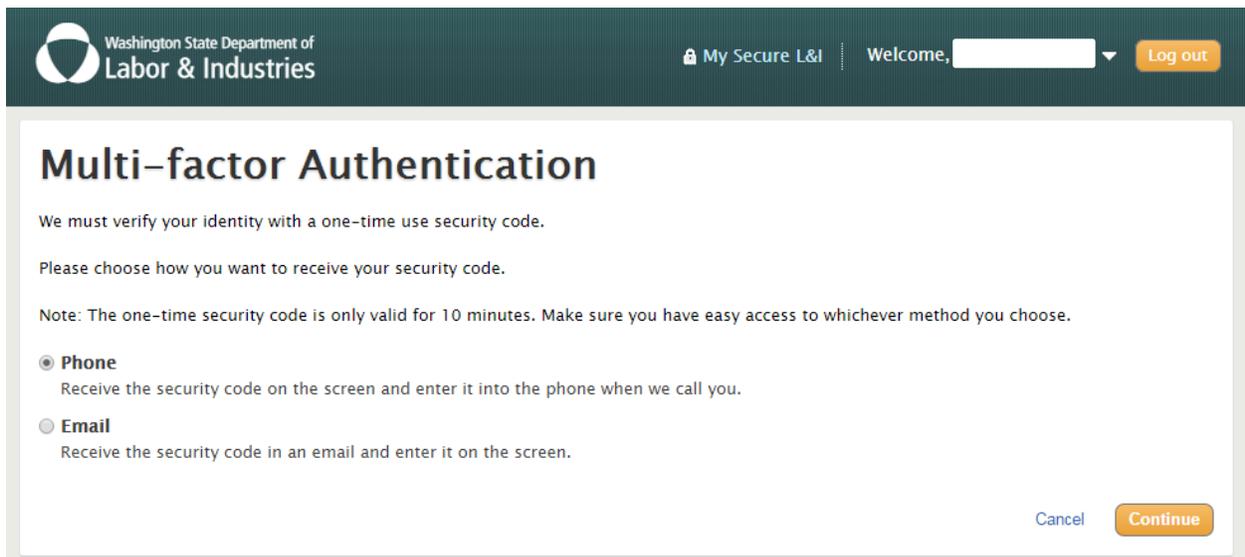
Being challenged to verify your identity

At logon to My Secure L&I, you may be challenged using information you provided during your security profile set up with either a:

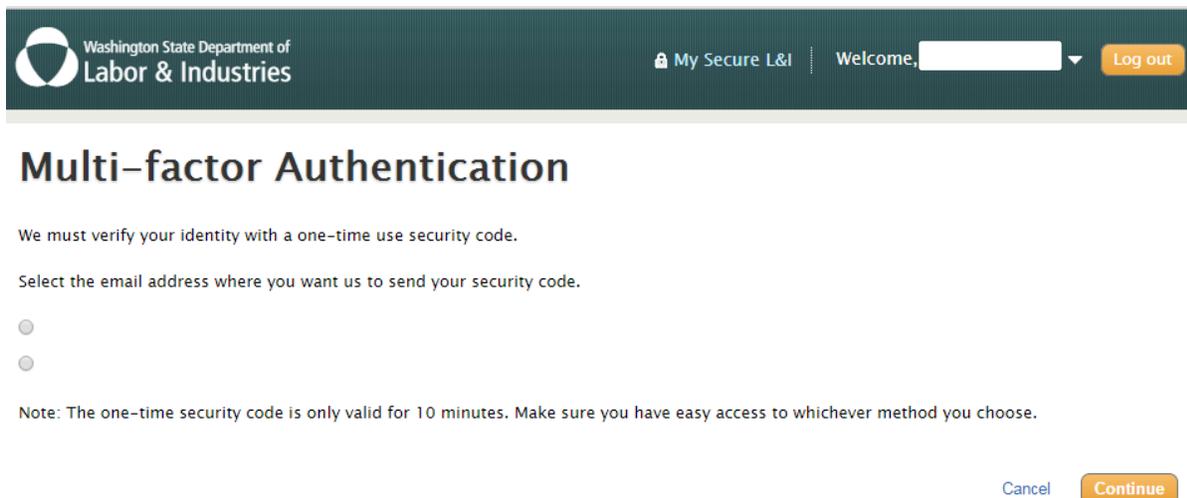
- Confirmation Code sent by your choice of backup phone or email.
- Or
- Question/s from the Challenge Questions.

Being asked for a Confirmation Code:

1. You logon to your My Secure L&I account.
2. You are asked whether you want to receive the Confirmation Code by email or phone. Choose the method that best suits your ability to access the code and click “Continue”.



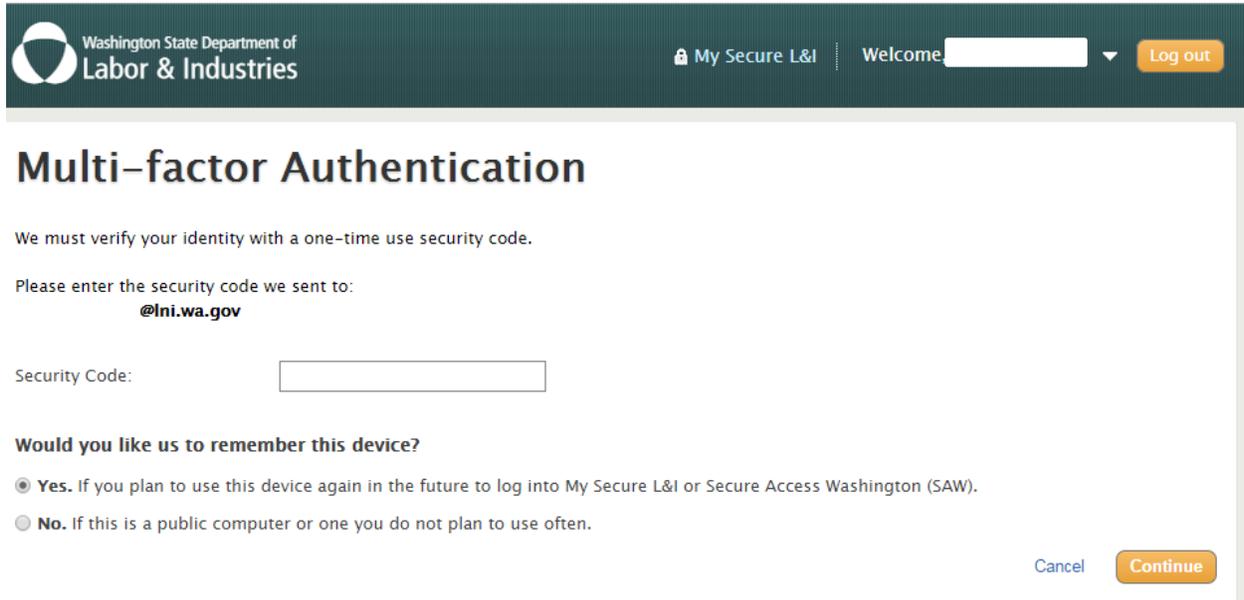
3. You will be asked which phone or email you would like to use when receiving the Confirmation Code.



4. You will see the following screen and will receive an email or phone call giving you the Confirmation Code. Enter the code and click “Continue”.

On your computer you will see the following

- When selecting **email**:



Washington State Department of Labor & Industries

My Secure L&I | Welcome [] | Log out

Multi-factor Authentication

We must verify your identity with a one-time use security code.

Please enter the security code we sent to:
@lni.wa.gov

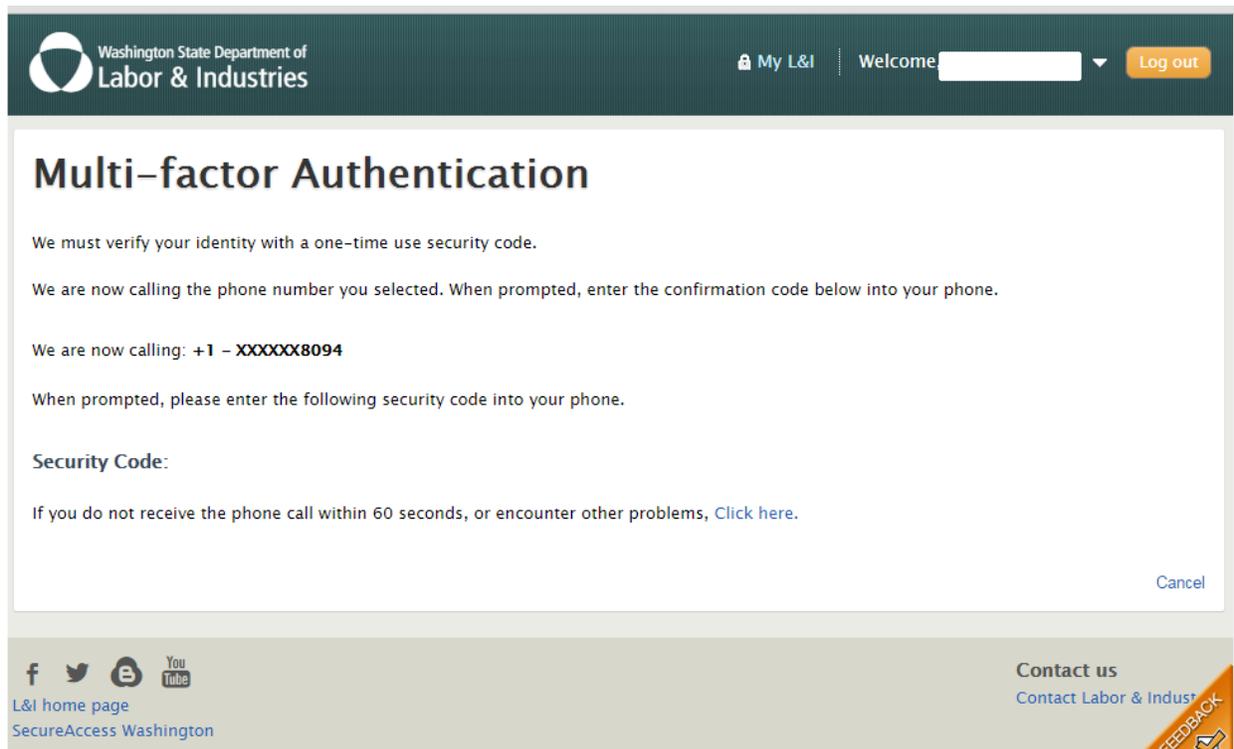
Security Code: []

Would you like us to remember this device?

- Yes.** If you plan to use this device again in the future to log into My Secure L&I or Secure Access Washington (SAW).
- No.** If this is a public computer or one you do not plan to use often.

Cancel [Continue]

When selecting **phone**:



Washington State Department of Labor & Industries

My L&I | Welcome [] | Log out

Multi-factor Authentication

We must verify your identity with a one-time use security code.

We are now calling the phone number you selected. When prompted, enter the confirmation code below into your phone.

We are now calling: +1 - XXXXXX8094

When prompted, please enter the following security code into your phone.

Security Code:

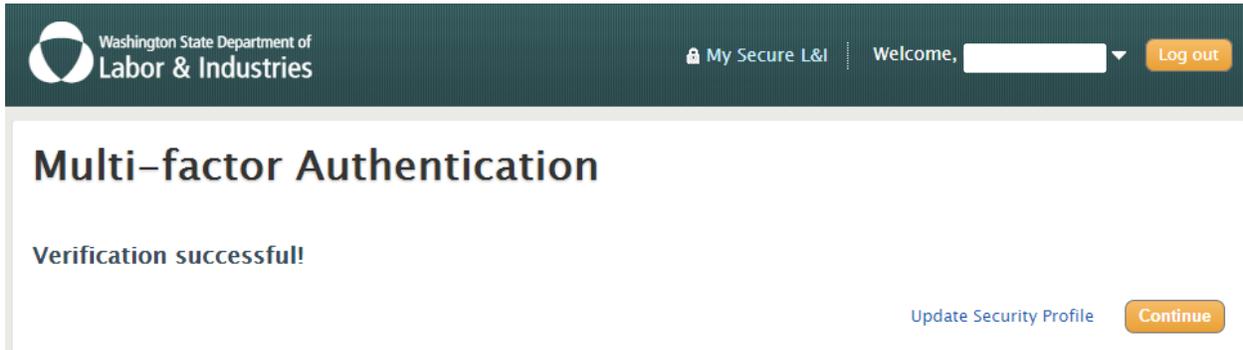
If you do not receive the phone call within 60 seconds, or encounter other problems, [Click here](#).

Cancel

f t B You Tube
L&I home page
SecureAccess Washington

Contact us
Contact Labor & Indust
FEEDBACK

5. Verification successful.



Washington State Department of
Labor & Industries

My Secure L&I Welcome, Log out

Multi-factor Authentication

Verification successful!

[Update Security Profile](#) [Continue](#)

Notes:

- Once the system recognizes your computer, you will likely see the above screen upon logon.
- You may also be challenged by being asked and answering one of the 3 security questions you chose when setting up your security profile. Once answering the challenge question correctly, you will see the above screen.

Chapter 3: Access the IME system

Step 1: Logon to your My Secure L&I account.

Step 2: To access the IME system, click on “Go to my profile”.

You will see the following screen. Depending upon your access there may be more tasks available.

The screenshot shows the 'My Profile' page. At the top left is the Washington State Department of Labor & Industries logo. To the right, it says 'My Secure L&I' with a lock icon, 'Welcome,' followed by a dropdown menu, and a 'Log out' button. Below the header, the page title is 'My Profile'. There is a box for 'IME' with the text 'L&I Provider ID or NPI:' and a 'Manage access' link. Below this are two main sections: 'Independent Medical Examiner tracking' with a 'Track referrals' link, and 'Related tasks' with a link for 'My Services from other government offices'.

Step 3: Click on “IME” when you are able to access the Independent Medical Examiner tracking system, this is what you’ll see:

The screenshot shows the 'IME Offers' page. At the top left is the Washington State Department of Labor & Industries logo. To the right, it says 'IME Offers' with a lock icon, 'Welcome,' followed by a dropdown menu, and a 'Log out' button. Below the header, the page title is 'IME Offers' and the date/time is 'May 14, 2015 - 6:51 p.m.'. There are several tabs: 'Offers', 'Pre-Exam', 'Post-Exam', 'Archives', 'Notifications', and 'Addendums'. Below the tabs, there is a message: 'Please respond to these IME Offers within the time indicated.' Below this is a search bar with 'Show 10 rows', a search input field, and a 'Go' button. To the right of the search bar, it says 'Showing records 0-0 of 0' with navigation arrows. Below the search bar is a table with the following columns: 'Claim', 'Patient', 'Offer Received', 'Respond By', and 'Assigned To'. The table content is empty, with the text 'There are no offers to display.' below the table. At the bottom of the page, there is a message: 'Questions? Call the L&I Scheduling unit 206-515-2799 weekdays 8 a.m. to 5 p.m. (Pacific)' and a link: 'Look up your firm or examiner to ensure L&I has the most up-to-date information for your panel and make any necessary changes.'

Questions or Need Help?

Web Customer Support

Phone: 360-902-5999

Hours: Weekdays between 8 a.m.–5 p.m. (Pacific),

Email: [Web Customer Support](#).