Washington State Department of
Labor & Industries

Provider eCorrespondence instructions when you don't have a My Secure L&I account:

What you will need:

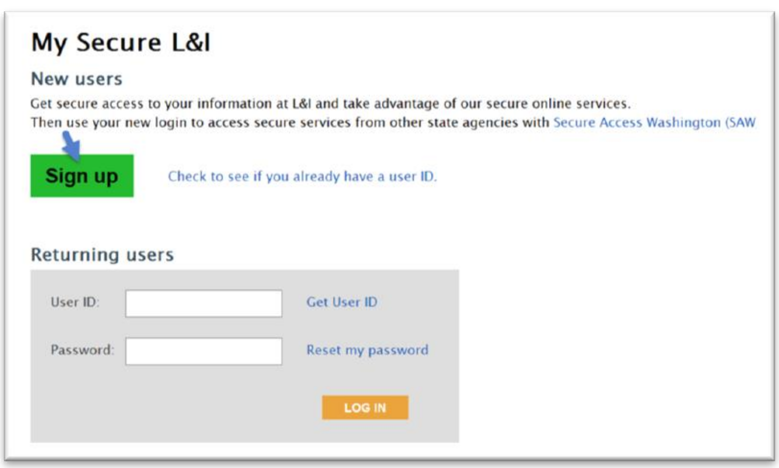
- Internet explorer 9 or higher, Google Chrome or Firefox. These are free internet browsers which can be found using any search engine
- Business Name
- L&I Provider Account ID or NPI
- A claim number associated with your L&I Provider Account ID (You will need this if you wish to have claims access)
- A My Secure L&I account (instructions included)

To sign up for eCorrespondence, first you need an account for My Secure L&I. For your convenience we have provided step by step instructions with visual screen prints.

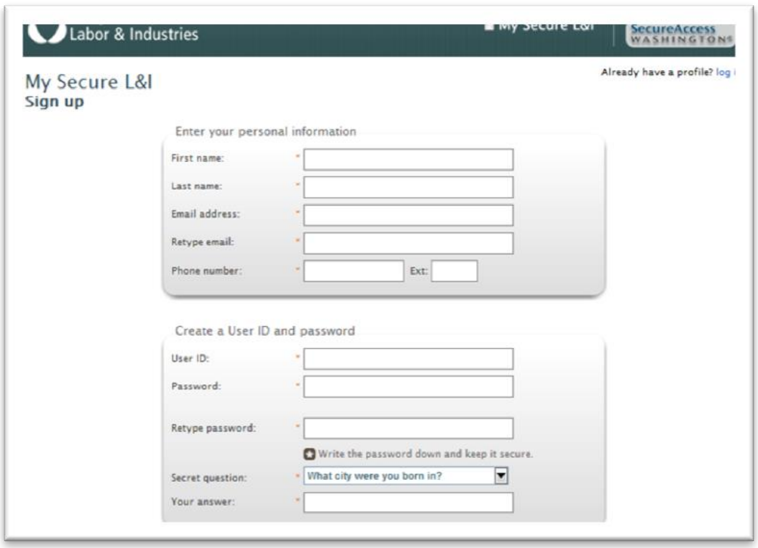
Step 1:
Go to My Secure L&I: https://secure.Lni.wa.gov/home/

Step 2:
Click on the Sign up button. If you already have an account, go to "Returning users", sign in and go to step 8.

Note: If you have been using Secure Access Washington (SAW); use the same User ID and Password to logon to My Secure L&I.

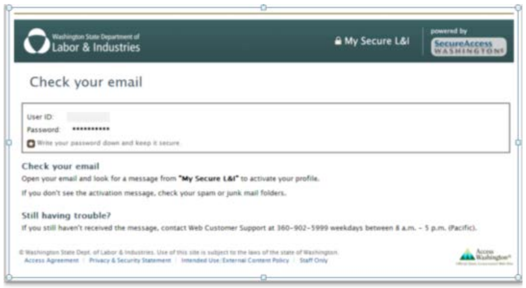


Step 3:
Enter the information requested. Be sure to write down the User ID and password you use as you will need this information later. You will also need to enter an e-mail address that you can access to validate your account.

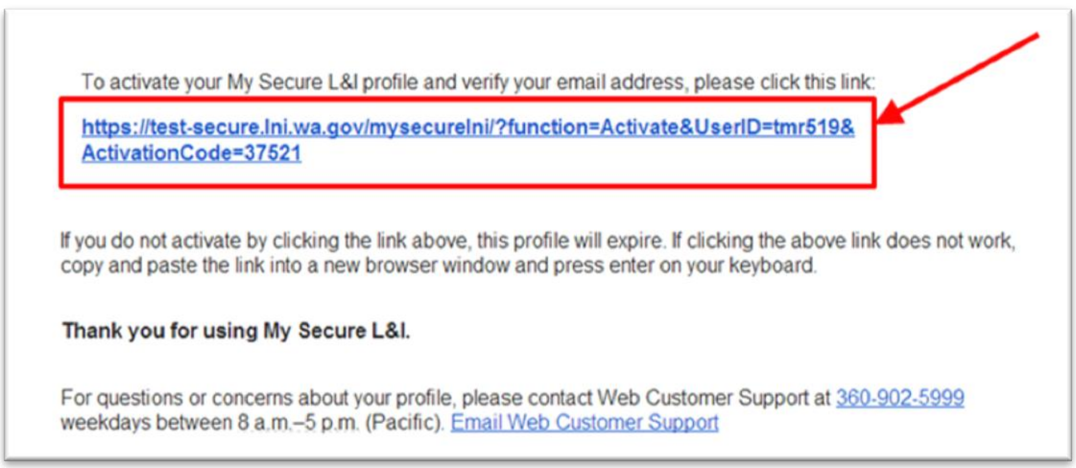


Step 4:
Once you've entered the requested information you will need to read and accept the Access Agreement by selecting the check box and adding your initials. Then you will need to validate by entering the characters in the image provided to you and then click continue.

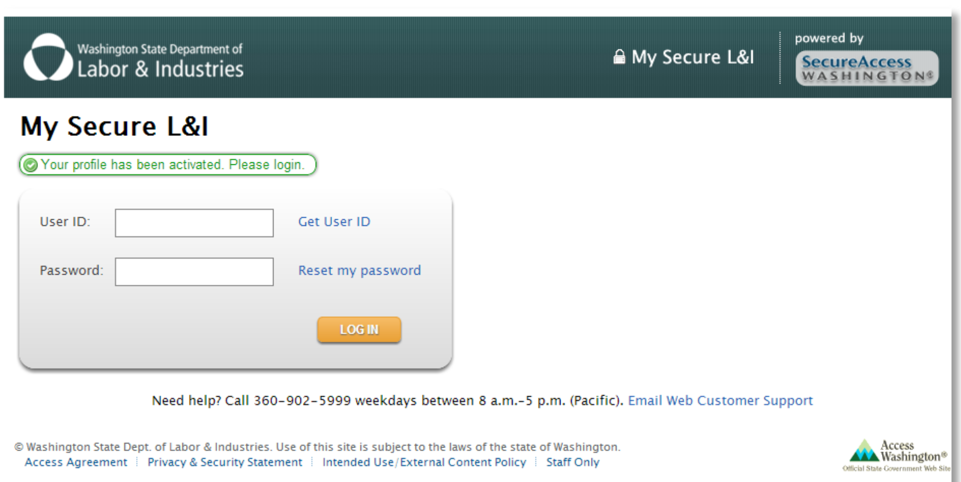
Step 5:
You will then see a screen that tells you to check the e-mail account you provided. Log into your e-mail account and open the e-mail from My Secure L&I.



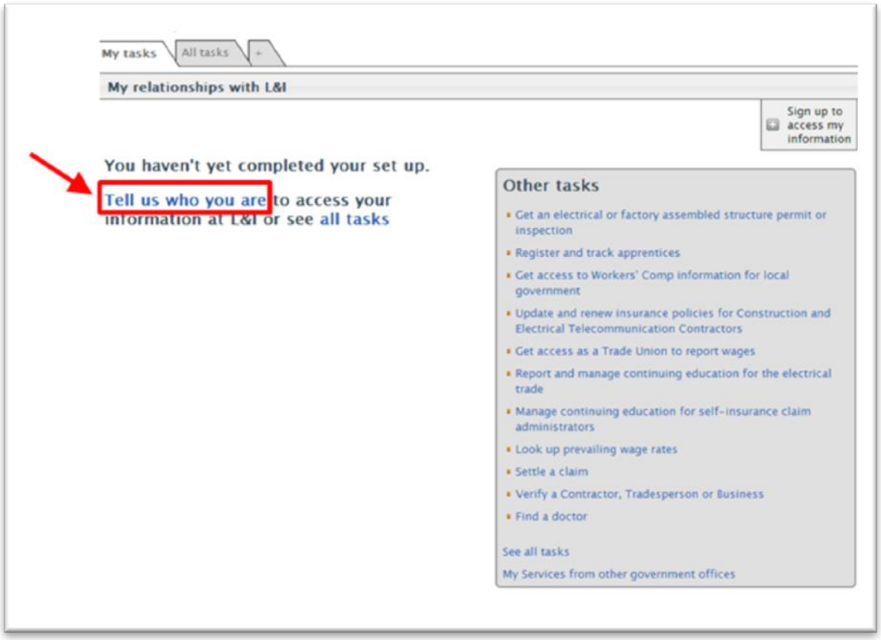
Step 6:
Click the link provided in your e-mail to activate your My Secure L&I account.



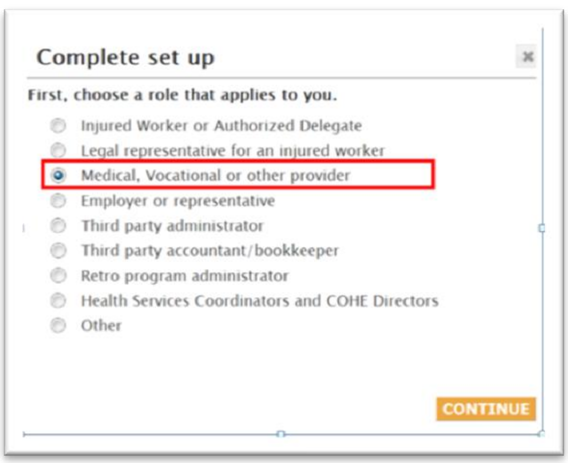
Step 7:
You will be taken back to the My Secure L&I sign in page. Sign into your account.



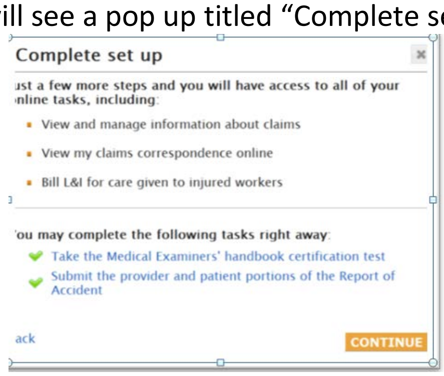
Step 8:
Click the link “Tell us who you are”



Step 9:
Select “Medical, Vocational or other provider” then click continue.



You will see a pop up titled “Complete set up”. Click “Continue”.



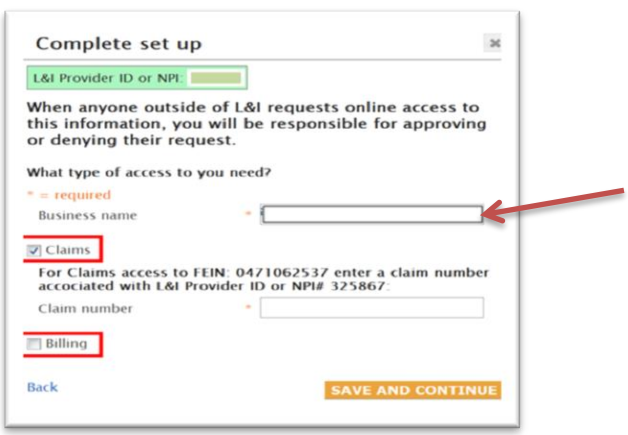
Step 10:
Enter your L&I Provider ID or NPI and click “Save and Continue”.

Step 11:
If you are the first person to sign up for My Secure L&I, you are assigned the role of Administrator. You will be responsible for approving future requests for access in your provider group.

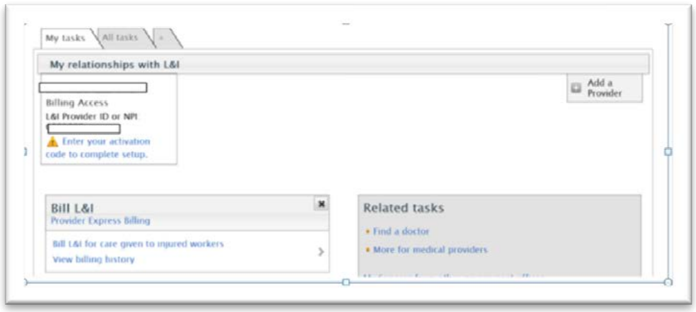
A “Complete set up” box will appear with various options:

- Enter your Business/provider name and check what type of access you need “Claims”, “Billing” or both.
- For “Claims” access, you will need to enter a claim number associated with your Provider ID or NPI. Click on “Save and Continue”.

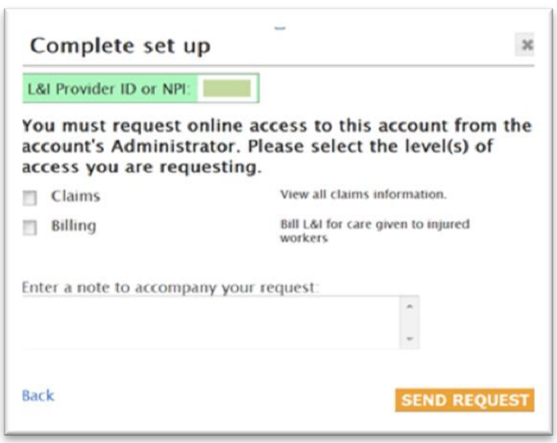
If ***you*** are assigned the Administrator role, continue to Step 13.



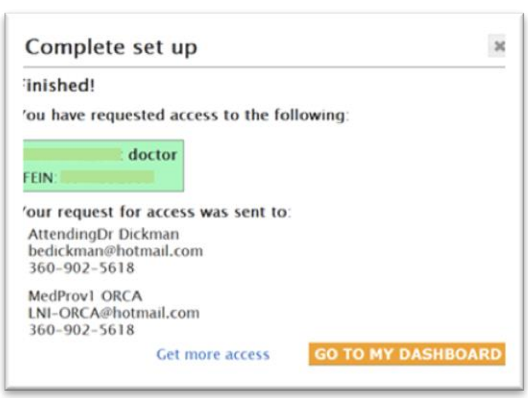
Note: If you also choose "billing" access, it will take 5-7 days for you to receive your billing activation code at the email address you provided. Once received you will need to sign on to My Secure L&I and click on "Enter your activation code to complete setup".



Step 12:
Skip to Step 13 if you are the first person to sign up or are already the Administrator.
If you ***aren't*** the first person signing up for My Secure L&I in your business, then you will have to request access from your Administrator and will see the following screen:



Once you have clicked on "send request", you will see the following screen:



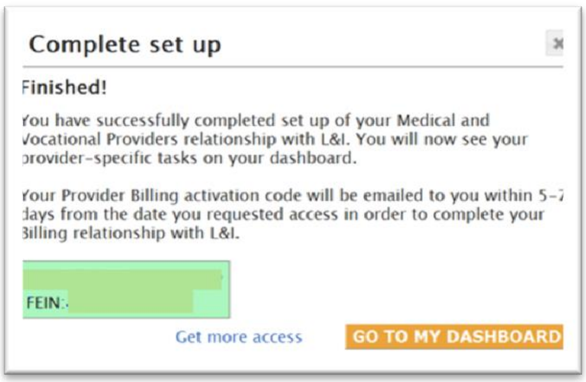
Once your administrator approves your access, you will logon to My Secure L&I and complete the remaining steps.

Note:
If your Provider Group had only one Administrator and they have left your group, contact Web Customer Support (contact information listed at the bottom on each instruction page and on the website) and ask them to:

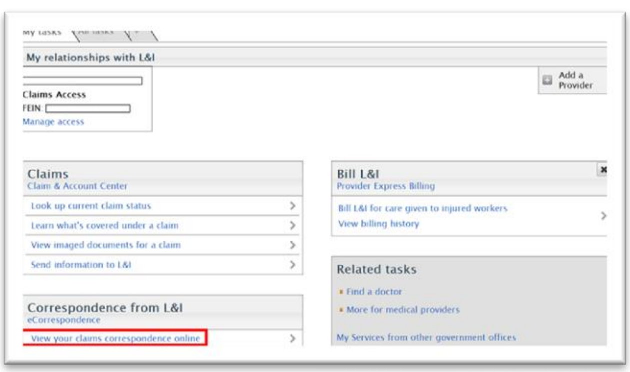
- Remove that Administrator.
- Add you or someone responsible in your group as the Administrator.

It is recommended you have a backup Administrator as more than one person in your group can be assigned this role.

Step 13
Congratulations! You've successfully created your my Secure L&I account. Click "Go to My Dashboard".

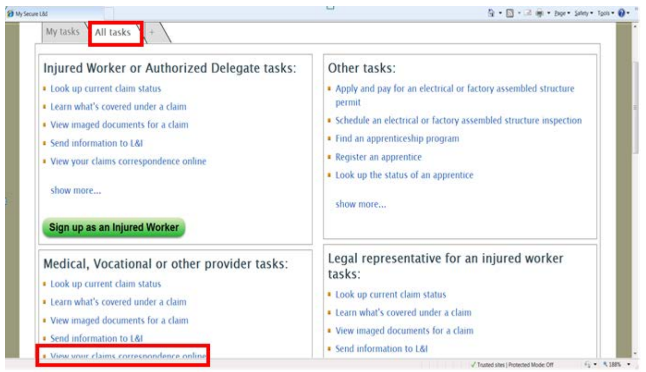


Step 14:
Click "View your claims correspondence online" and go to Step 16.

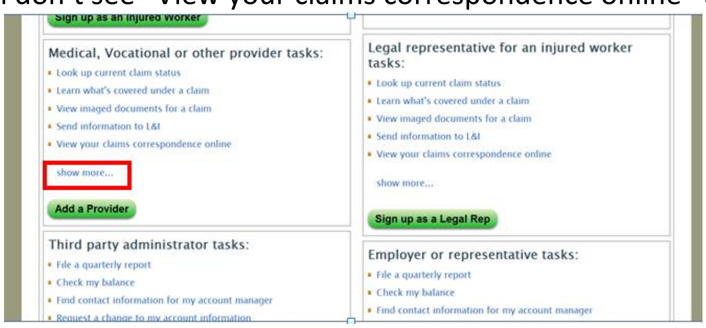


Step 15:

If you have logged out of your My Secure L&I Account and logged back in, the option to click "View your claims correspondence online" may not show up and you will need to click the "All Tasks" tab. Scroll down to "Medical, Vocational or other provider tasks":



If you still don't see "View your claims correspondence online" then click "show more".



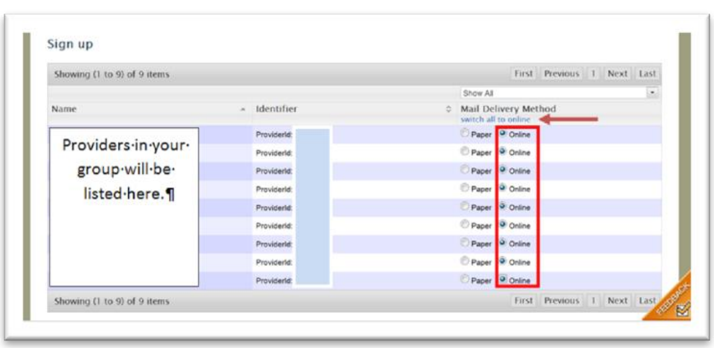
Once you've selected the "show more" option, click "View your claims correspondence online"

Step 16:

To opt into eCorrespondence you will need to change your mail delivery method from paper to online by selecting online (vs paper) and click save changes.

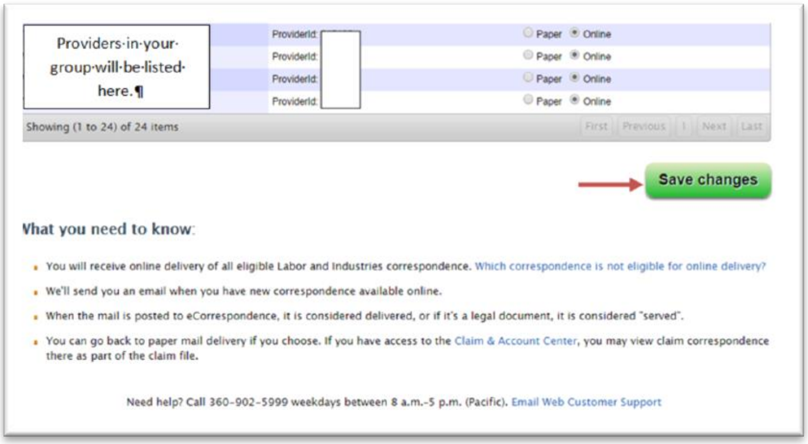
The following is an example where there are multiple providers in a group.

- You can decide whether all or some of the providers in your group receive correspondence online by moving the option from paper to online.
- To change all providers to online correspondence, click on **"switch all to online"**. When choosing this option, **go to Step 18**.

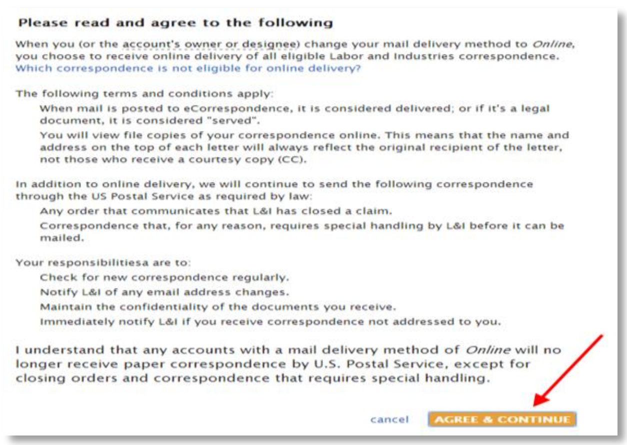


Note: If some of the providers listed are no longer in your group, go to Provider Credentialing Change Form: www.Lni.wa.gov/Forms/pdf/F245-365-000.pdf

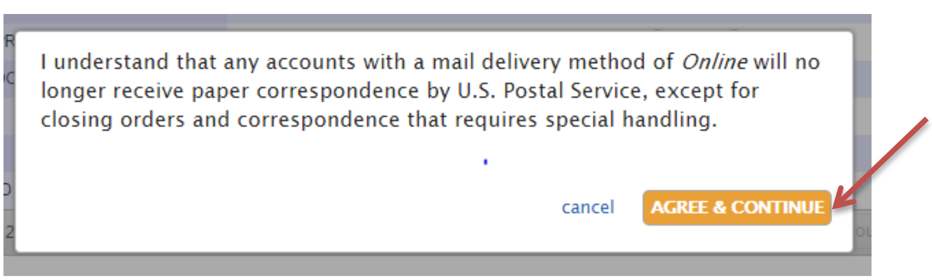
Step 17:
Click on "Save Changes".



Step 18:
Read the user agreement and click "Agree and Continue"

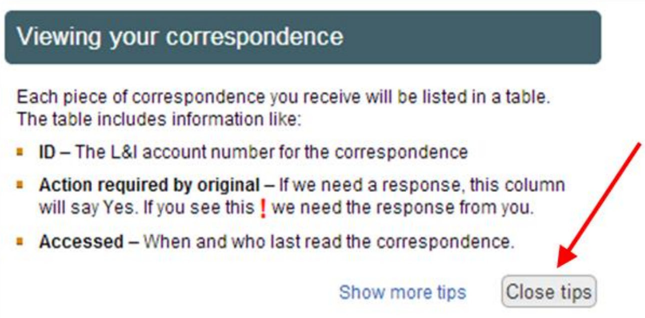


Note: If you change your mail delivery method (from online to paper OR paper to online) for any of the providers in your group, you will see the following message, click on "Agree and Continue". This highlights part of your earlier agreement (step 17).



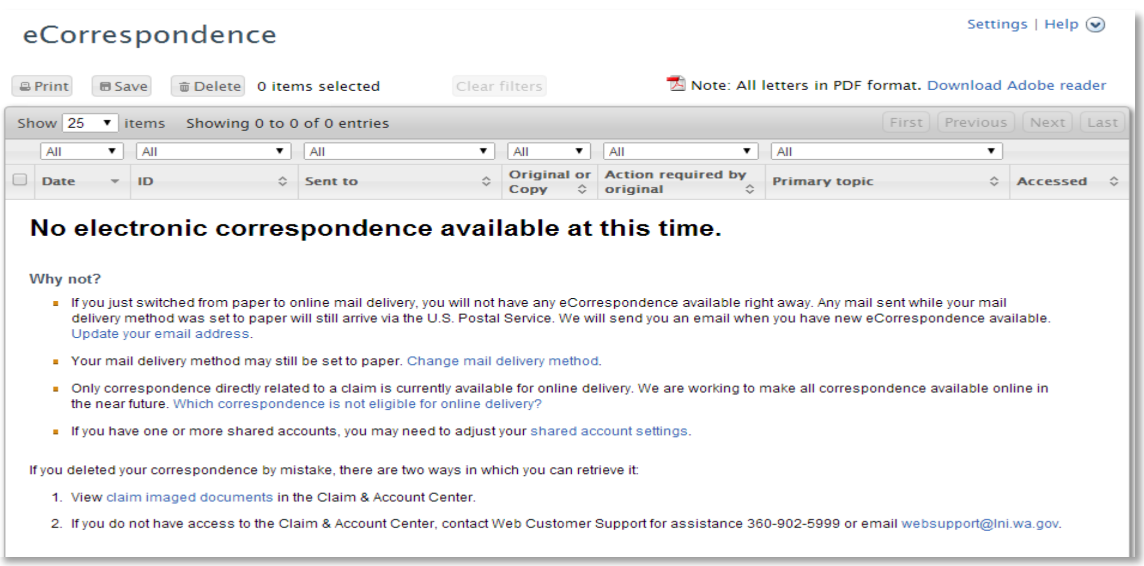
Step 19:

You will receive some tips on how to navigate through the eCorrespondence web page. You can either click "show more tips" or close tips to view your eCorrespondence. Once you are done looking at tips, click "Close tips".

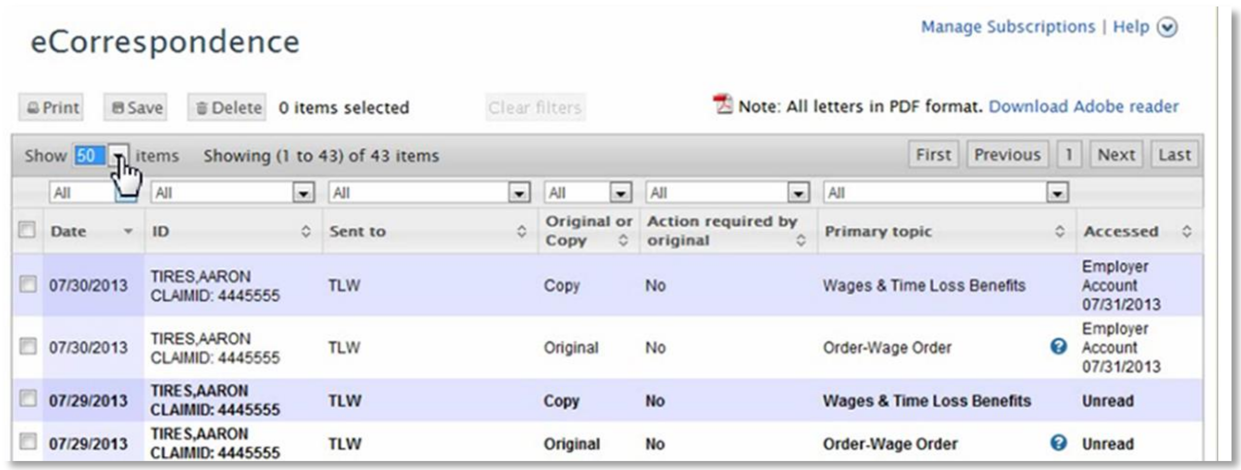


Step 21:

Congratulations! You have successfully signed up for eCorrespondence. You will begin receiving correspondence the next day, if any was sent to you.



When you start to receive incoming eCorrespondence it will look something like this:



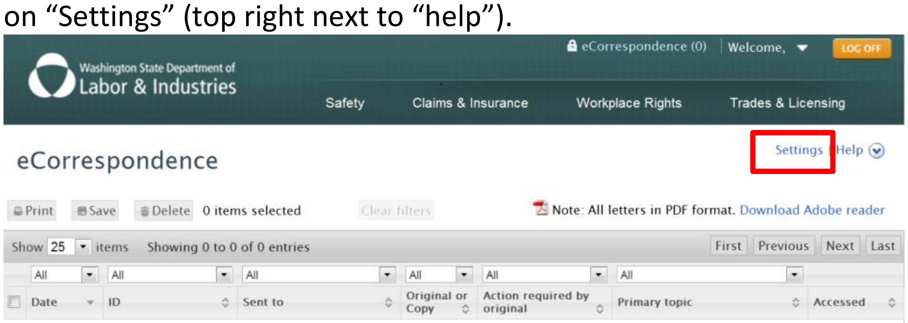
TIPS

Anyone who has access to eCorrespondence, including Administrators, can “Show or hide eCorrespondence for shared accounts”.

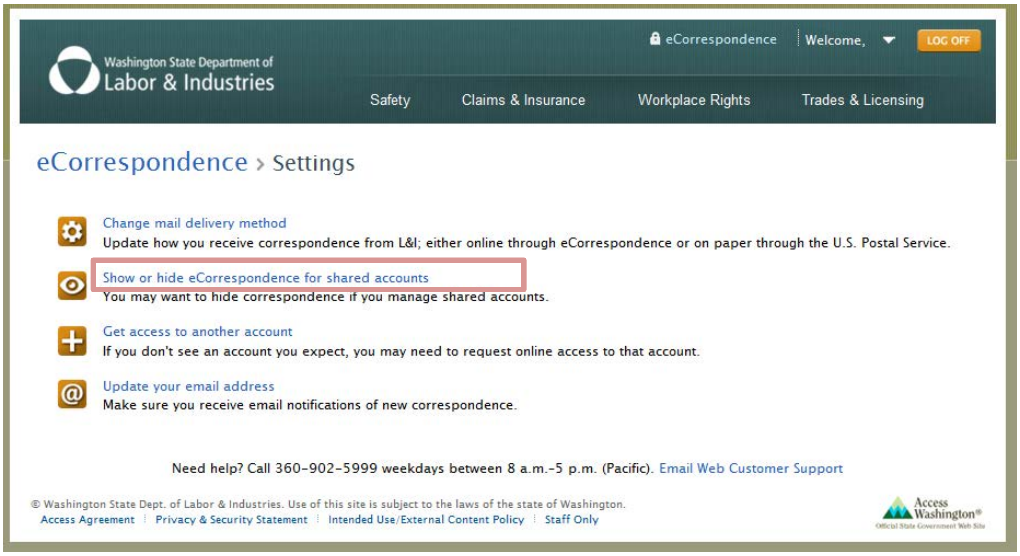
- This option allows you to see only correspondence for your clinic and to receive email notifications only for those accounts.
- If you have new correspondence for any of the accounts selected, then you will receive one email notification.

Step 1:

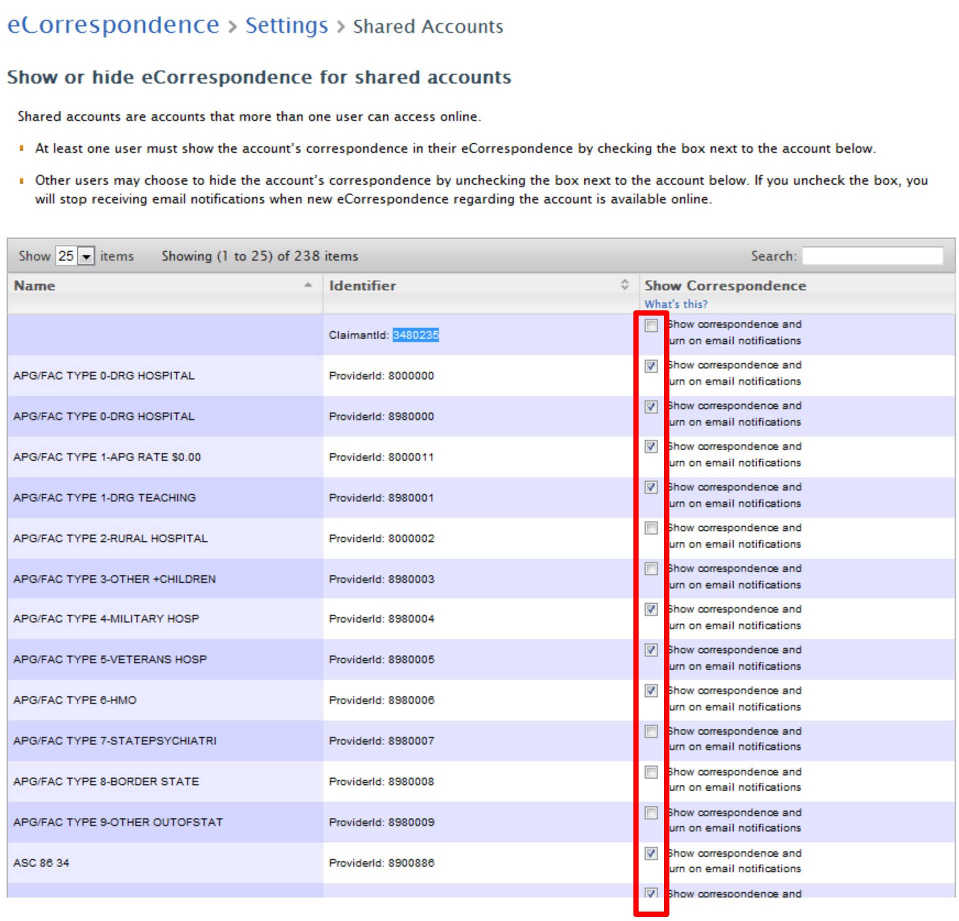
To choose which accounts in your provider group for which you will see correspondence, click on “Settings” (top right next to “help”).



Step 2:
Click on "Show or hide eCorrespondence for shared accounts".



Step 3:
Click on the box to the right of each Provider ID for which you would like to see the correspondence.



eCorrespondence › Settings › Shared Accounts

Show or hide eCorrespondence for shared accounts

Shared accounts are accounts that more than one user can access online.

- At least one user must show the account's correspondence in their eCorrespondence by checking the box next to the account below.
- Other users may choose to hide the account's correspondence by unchecking the box next to the account below. If you uncheck the box, you will stop receiving email notifications when new eCorrespondence regarding the account is available online.

Show 25 items   Showing (1 to 25) of 238 items   Search:

Name	Identifier	Show Correspondence What's this?
	ClaimantId: 3480235	Show correspondence and urn on email notifications
APG/FAC TYPE 0-DRG HOSPITAL	ProviderId: 8000000	Show correspondence and urn on email notifications
APG/FAC TYPE 0-DRG HOSPITAL	ProviderId: 8980000	Show correspondence and urn on email notifications
APG/FAC TYPE 1-APG RATE $0.00	ProviderId: 8000011	Show correspondence and urn on email notifications
APG/FAC TYPE 1-DRG TEACHING	ProviderId: 8980001	Show correspondence and urn on email notifications
APG/FAC TYPE 2-RURAL HOSPITAL	ProviderId: 8000002	Show correspondence and urn on email notifications
APG/FAC TYPE 3-OTHER +CHILDREN	ProviderId: 8980003	Show correspondence and urn on email notifications
APG/FAC TYPE 4-MILITARY HOSP	ProviderId: 8980004	Show correspondence and urn on email notifications
APG/FAC TYPE 5-VETERANS HOSP	ProviderId: 8980005	Show correspondence and urn on email notifications
APG/FAC TYPE 6-HMO	ProviderId: 8980006	Show correspondence and urn on email notifications
APG/FAC TYPE 7-STATEPSYCHIATRI	ProviderId: 8980007	Show correspondence and urn on email notifications
APG/FAC TYPE 8-BORDER STATE	ProviderId: 8980008	Show correspondence and urn on email notifications
APG/FAC TYPE 9-OTHER OUTOFSTAT	ProviderId: 8980009	Show correspondence and urn on email notifications
ASC 86 34	ProviderId: 8900886	Show correspondence and urn on email notifications

Step 4:
Click “Save and view”.
You will now see correspondence from only those providers chosen. Remember:

- When signed up for online correspondence, at least one person in your provider group is required to see or “show” an individual provider’s correspondence.
- If you are the only person viewing that provider’s correspondence, then you won’t have the option to hide their correspondence.

Questions or Need Help?

Web Support:
Phone: 360-902-5999
Hours: Weekdays between 8 a.m.–5 p.m. (Pacific),
Email: Web Customer Support.