

Provider eCorrespondence instructions when you already 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)

Step 1:

- Go to the My Secure L&I website: <https://secure.Lni.wa.gov/home/>
- Sign into your account.

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

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.

Returning users

User ID: Get User ID

Password: Reset my password

LOG IN

Step 2:

Click "View your claims correspondence online". Go to Step 4.

My tasks All tasks +

My relationships with L&I

Claims Access
FEIN:
Manage access

Act a Provider

Claims

Claim & Account Center

- Look up current claim status >
- Learn what's covered under a claim >
- View imaged documents for a claim >
- Send information to L&I >

Correspondence from L&I

eCorrespondence

View your claims correspondence online >

Bill L&I

Provider Express Billing

- Bill L&I for care given to injured workers >
- View billing history >

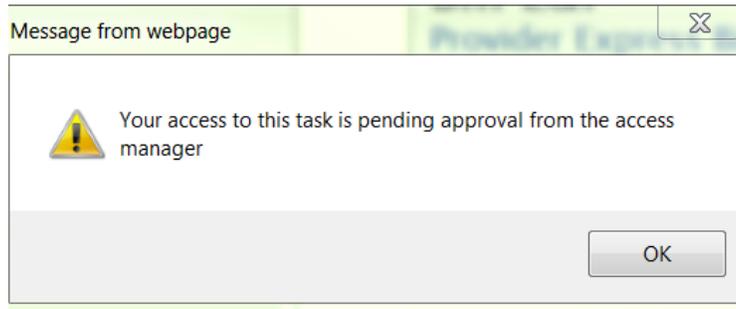
Related tasks

- Find a doctor
- More for medical providers

My Services from other government offices

Notes:

- 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.
- 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 your access has been approved, start at step 1 by logging on to My Secure L&I. If you already have access, proceed to Step 4.

Note:

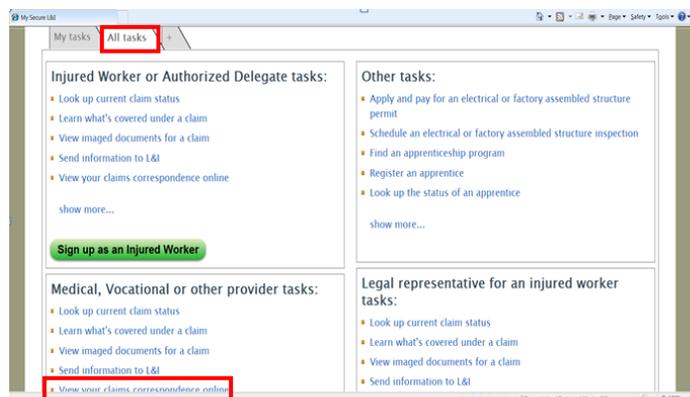
If your Provider Group had only one Administrator and they have left your group, contact Web Customer Support (contact information listed at the bottom on each instruction page and on the website) and ask them to:

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

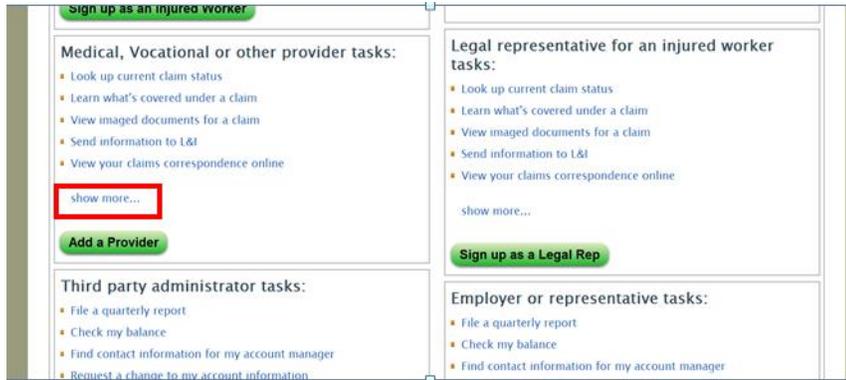
It is recommended you have a backup Administrator as more than one person in your group can be assigned this role.

Step 3:

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 4:

Once you click on "View your claims correspondence online", you will see

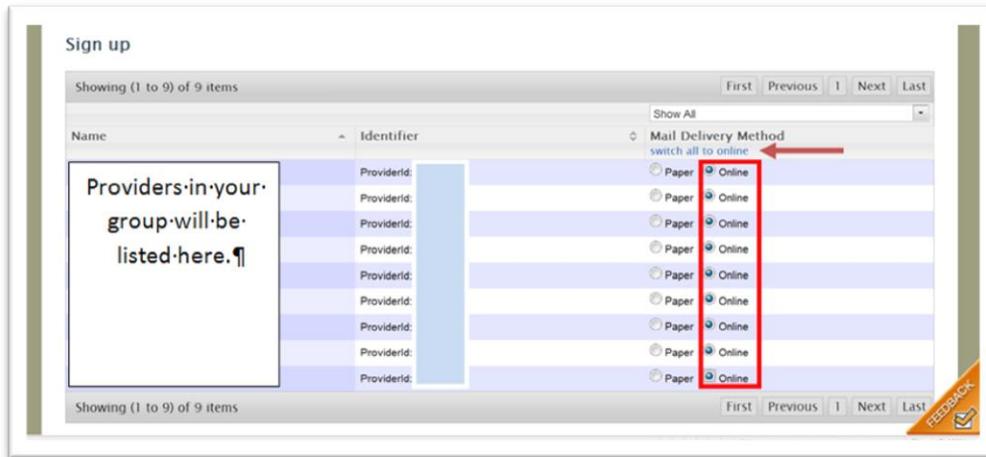


Click on "Change mail delivery method".

Step 5:

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 example shows 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, you will automatically be taken to **Step 6**.



Sign up

Showing (1 to 9) of 9 items

Name	Identifier	Mail Delivery Method
Providers in your group will be listed here.	Providerid:	<input type="radio"/> Paper <input checked="" type="radio"/> Online
	Providerid:	<input type="radio"/> Paper <input checked="" type="radio"/> Online
	Providerid:	<input type="radio"/> Paper <input checked="" type="radio"/> Online
	Providerid:	<input type="radio"/> Paper <input checked="" type="radio"/> Online
	Providerid:	<input type="radio"/> Paper <input checked="" type="radio"/> Online
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	Providerid:	<input type="radio"/> Paper <input checked="" type="radio"/> Online
	Providerid:	<input type="radio"/> Paper <input checked="" type="radio"/> Online

Showing (1 to 9) of 9 items

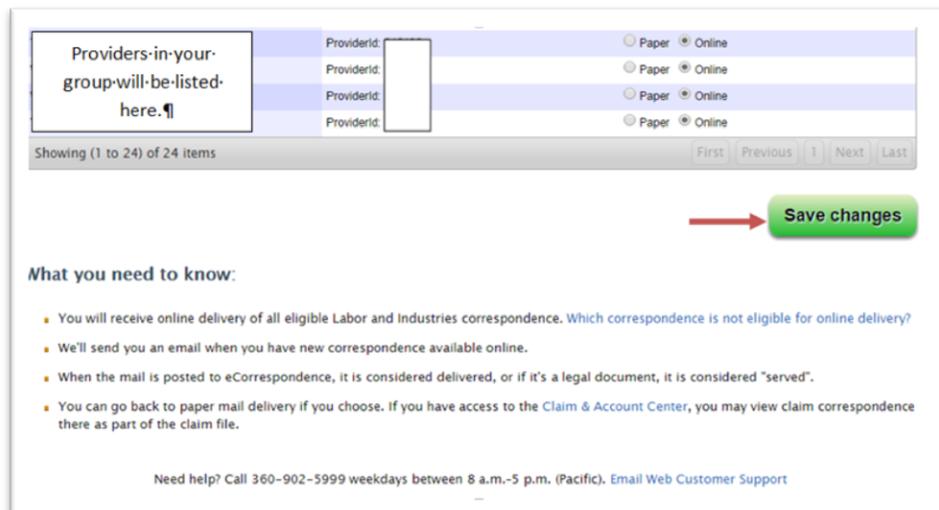
First Previous 1 Next Last

FEEDBACK

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 6:

When choosing some of your providers to receive their claims correspondence online, and some to continue receiving paper, click on “Save changes”.



Providers in your group will be listed here.

Providerid:	<input type="radio"/> Paper <input checked="" type="radio"/> Online
Providerid:	<input type="radio"/> Paper <input checked="" type="radio"/> Online
Providerid:	<input type="radio"/> Paper <input checked="" type="radio"/> Online
Providerid:	<input type="radio"/> Paper <input checked="" type="radio"/> Online

Showing (1 to 24) of 24 items

First Previous 1 Next Last

Save changes

What you need to know:

- You will receive online delivery of all eligible Labor and Industries correspondence. Which correspondence is not eligible for online delivery?
- We'll send you an email when you have new correspondence available online.
- When the mail is posted to eCorrespondence, it is considered delivered, or if it's a legal document, it is considered "served".
- You can go back to paper mail delivery if you choose. If you have access to the Claim & Account Center, you may view claim correspondence there as part of the claim file.

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

Step 7:

Read the user agreement and click “Agree & Continue”.

Please read and agree to the following

When you (or the account's owner or designee) change your mail delivery method to *Online*, you choose to receive online delivery of all eligible Labor and Industries correspondence. [Which correspondence is not eligible for online delivery?](#)

The following terms and conditions apply:

- When mail is posted to eCorrespondence, it is considered delivered; or if it's a legal document, it is considered "served".
- You will view file copies of your correspondence online. This means that the name and address on the top of each letter will always reflect the original recipient of the letter, not those who receive a courtesy copy (CC).

In addition to online delivery, we will continue to send the following correspondence through the US Postal Service as required by law:

- Any order that communicates that L&I has closed a claim.
- Correspondence that, for any reason, requires special handling by L&I before it can be mailed.

Your responsibilities are to:

- Check for new correspondence regularly.
- Notify L&I of any email address changes.
- Maintain the confidentiality of the documents you receive.
- Immediately notify L&I if you receive correspondence not addressed to you.

I understand that any accounts with a mail delivery method of *Online* will no longer receive paper correspondence by U.S. Postal Service, except for closing orders and correspondence that requires special handling.

[cancel](#) [AGREE & 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 the above agreement.

I understand that any accounts with a mail delivery method of *Online* will no longer receive paper correspondence by U.S. Postal Service, except for closing orders and correspondence that requires special handling.

[cancel](#) [AGREE & CONTINUE](#)

Step 8:

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”.

Viewing your correspondence

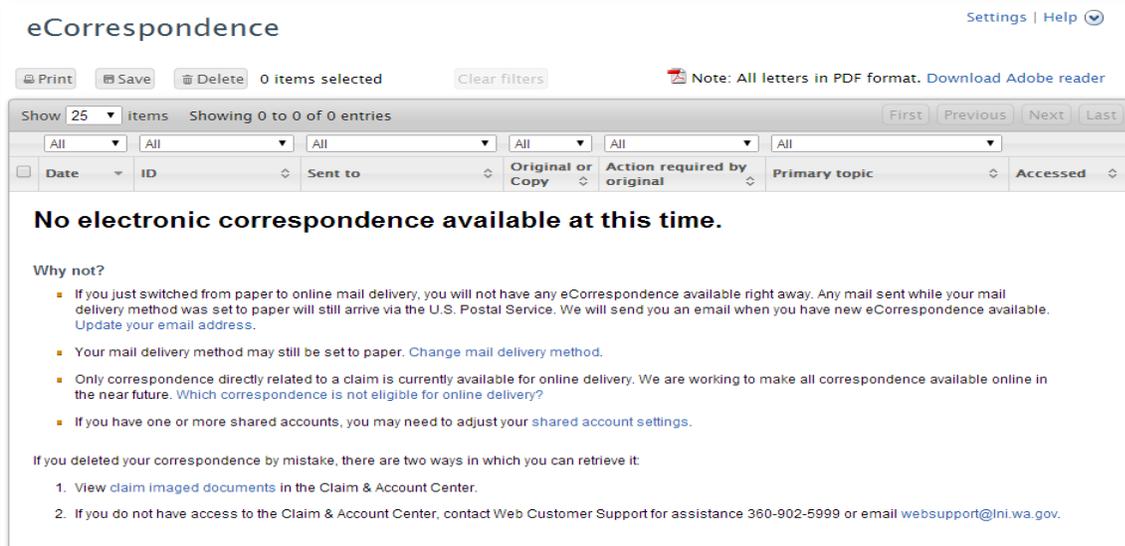
Each piece of correspondence you receive will be listed in a table. The table includes information like:

- **ID** – The L&I account number for the correspondence
- **Action required by original** – If we need a response, this column will say Yes. If you see this **!** we need the response from you.
- **Accessed** – When and who last read the correspondence.

[Show more tips](#) [Close tips](#)

Step 9:

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



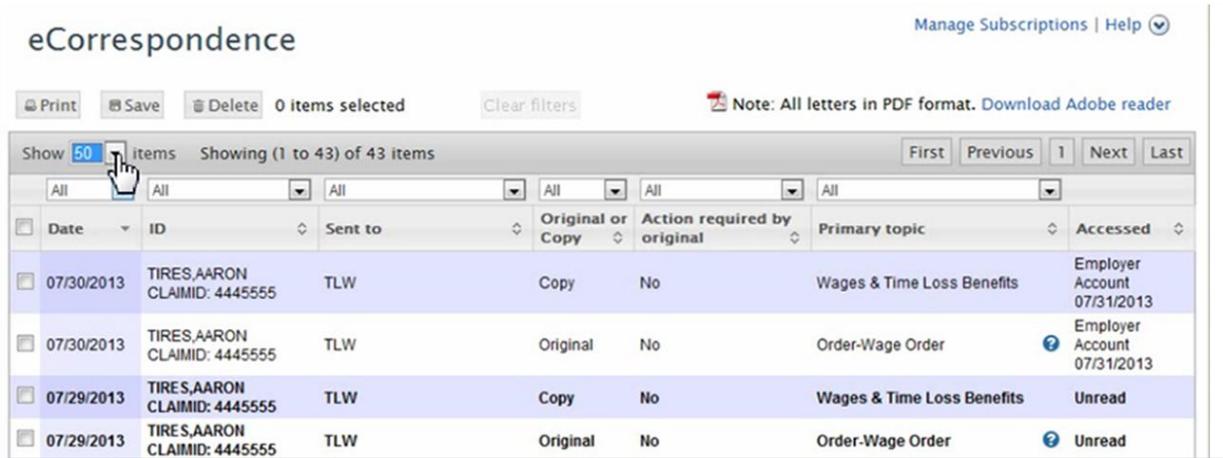
eCorrespondence Settings | Help

Print Save Delete 0 items selected Clear filters Note: All letters in PDF format. Download Adobe reader

Show 25 items Showing 0 to 0 of 0 entries First Previous Next Last

Date	ID	Sent to	Original or Copy	Action required by original	Primary topic	Accessed
No electronic correspondence available at this time.						
Why not?						
<ul style="list-style-type: none"> If you just switched from paper to online mail delivery, you will not have any eCorrespondence available right away. Any mail sent while your mail delivery method was set to paper will still arrive via the U.S. Postal Service. We will send you an email when you have new eCorrespondence available. Update your email address. Your mail delivery method may still be set to paper. Change mail delivery method. Only correspondence directly related to a claim is currently available for online delivery. We are working to make all correspondence available online in the near future. Which correspondence is not eligible for online delivery? If you have one or more shared accounts, you may need to adjust your shared account settings. 						
If you deleted your correspondence by mistake, there are two ways in which you can retrieve it:						
<ol style="list-style-type: none"> View claim imaged documents in the Claim & Account Center. If you do not have access to the Claim & Account Center, contact Web Customer Support for assistance 360-902-5999 or email websupport@lni.wa.gov. 						

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



eCorrespondence Manage Subscriptions | Help

Print Save Delete 0 items selected Clear filters Note: All letters in PDF format. Download Adobe reader

Show 50 items Showing (1 to 43) of 43 items First Previous 1 Next Last

Date	ID	Sent to	Original or Copy	Action required by original	Primary topic	Accessed
07/30/2013	TIRES,AARON CLAIMID: 4445555	TLW	Copy	No	Wages & Time Loss Benefits	Employer Account 07/31/2013
07/30/2013	TIRES,AARON CLAIMID: 4445555	TLW	Original	No	Order-Wage Order	Employer Account 07/31/2013
07/29/2013	TIRES,AARON CLAIMID: 4445555	TLW	Copy	No	Wages & Time Loss Benefits	Unread
07/29/2013	TIRES,AARON CLAIMID: 4445555	TLW	Original	No	Order-Wage Order	Unread

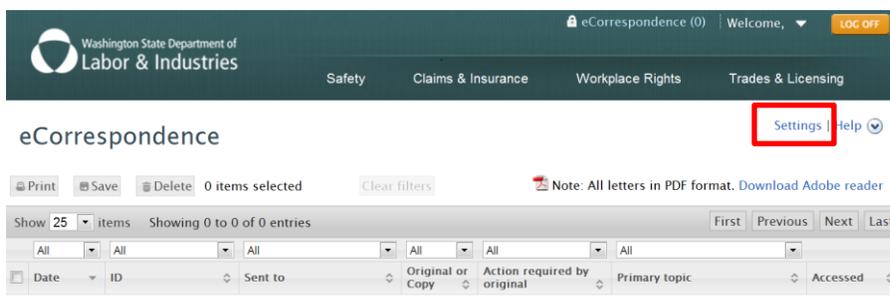
TIPS

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.

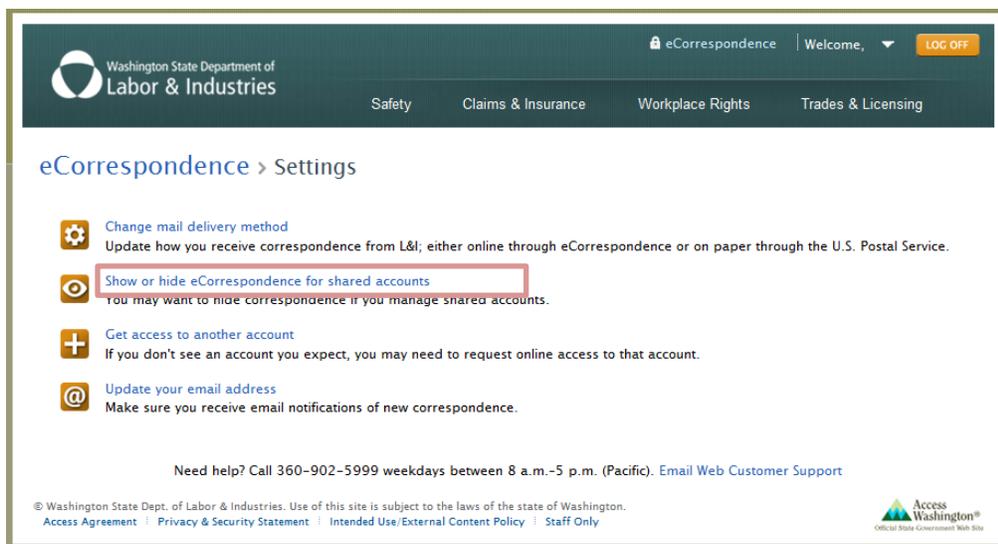
Step 1:

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.

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

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](#).