

L&I Launches Online Customer Service Site for Workers of Self-Insured Employers

Injured workers now have a new way to get help with their workers' compensation claims — a customer service website at www.Lni.wa.gov/SelfInsured/claimproblem. This web-based application can be used by injured workers, their representatives, and health-care providers. For convenience, the site is mobile-friendly.

The new site encourages a worker who has an issue with their claim to contact their employer or claims manager first. But if an issue remains unresolved, the worker can use this system to enlist the help of L&I in its oversight role. The ability to contact L&I about issues is not new; what's new is that workers and providers can submit concerns online.

How the new site works

Workers can choose from a menu of concerns about benefits, medical treatment, and claim opening and closing. When a concern is submitted, it is automatically copied to the claim file. The employer can view the concerns or complaints by accessing the claim file images in L&I's Claim and Account Center. Workers who want to remain anonymous can contact the [Ombuds for Injured Workers of Self-Insured Employers](#) for help instead of using the online form.

New customer service site is part of SIRAS project

The customer service site is one of the components of the new Self-Insurance Risk-Analysis System (SIRAS). In addition to the customer service website, the SIRAS project's other two deliverables are a Risk Analytics system and a Medical Bill Reporting Electronic Data Interchange (EDI). The new system will improve the accuracy and reliability of self-insurance data. L&I will use the improved data to inform policy decisions, prioritize resources and shorten response times in working with the self-insured community.

If you have any questions, please contact LaNae Lien at LaNae.Lien@Lni.wa.gov.