

FileFast: New Claim-filing Options Now Available

FileFast is our new system for reporting workers' compensation claims. Workers and medical providers can file State Fund-insured accident reports on the L&I website at FileFast.Lni.wa.gov. Workers who don't have access to a computer or who need an interpreter can file by phone instead at 1-877-561-FILE (3453).

How can users file an accident report?	Web	Phone	Paper
<ul style="list-style-type: none"> ▪ Workers 	✓ <i>New</i>	✓ <i>New</i>	✓
<ul style="list-style-type: none"> ▪ Health-care providers 	✓ <i>New</i>		✓
<ul style="list-style-type: none"> ▪ Employers 	✓		✓

FileFast is now available in your region. FileFast options will continue to roll out across the rest of the state 2012–2013.

Benefits for employers

- Faster claim filing, which can reduce costs
- More facts collected up front to help determine if the injury is work-related
- Early access to the claim file to assist with light- or modified-duty return to work
- Claims that could be the most costly are highlighted so that L&I quickly can offer special services to help with return to work

Benefits for workers

- Fast and easy to file a claim
- Less hassle later by providing complete information at the beginning of the claim
- Faster decisions on claims, treatment authorizations, and benefit payments
- Coaching to stay connected with employer and L&I
- Quick access to the claim on the L&I website: www.ClaimInfo.Lni.wa.gov

Benefits for health-care providers

- The new online accident report is easy to use
- Immediate confirmation of filing
- More space to provide medical information
- Faster authorization for treatment and prescription refills
- Reduces mistakes common on the paper form
- Providers can bill an additional \$10 for online filing (code 1040M) starting January 2012
- Quick access to the claim on the L&I website: www.ClaimInfo.Lni.wa.gov

Why is L&I offering new ways to file a claim?

Web and phone filing are part of L&I's multi-year effort to reduce delays in claim management.

- Web and phone filing are considered a best practice in the insurance industry
- Getting more complete and accurate information up front speeds up claim processing
- Research shows early claim reporting reduces overall claim costs
- Customers expect to do business online

► Note: Employers already can file their portion of the accident report online at www.EmployerROA.Lni.wa.gov

How FileFast will work

Employers can protect their bottom line by promoting FileFast with their workers:

- Tell workers about filing online or by phone
- Display promotional materials at job sites and hand out wallet cards reminding them how to file (L&I will provide promotional materials)
- Offer a computer in the workplace for workers to file online or, if it's not feasible to file at work, encourage workers to file at home

Injured workers can use FileFast to:

- Complete the online accident report at www.FileFast.Lni.wa.gov from anywhere with internet access. No internet access? File by phone instead at 1-877-561-3453
- Print a copy of the completed report for the health care provider

Health care providers can use FileFast in several ways:

- If a worker comes to their medical appointment with a copy of an accident report completed online, you will complete only the medical section of the report, either online or on paper
- Providers can key both the worker and provider parts into FileFast — in addition to getting instant confirmation that the claim is filed, you will speed up benefits
- Even if your office isn't ready to file online, educate your L&I patients that they can speed up their claims by filing online before or after their appointment

For more information

- FileFast Call Center at FileFast@Lni.wa.gov or 1-877-561-FILE (1-877-561-3453)
- Mary Shatto, FileFast program manager, at Mary.Shatto@Lni.wa.gov or 360-902-4663
- Gail Richardson, FileFast supervisor, at Gail.Richardson@Lni.wa.gov or 360-902-4275