

## **News from SIRAS project: Additional Testing for the Customer Service Portal**

Recently, we conducted testing of the new customer service portal. The study was successful in identifying areas of improvement. Further testing of the changes is needed. This week, some of your injured workers may get calls asking for their help with testing of the new customer service portal that is one of three deliverables for the Self-Insurance Risk Analysis System (SIRAS) project. Because the testing will involve only a few workers selected at random, this effort may not affect your company.

Contacts with workers will come from [Anthro-Tech](#), a company that we have hired to test the customer concern system. The customer service portal is scheduled to be implemented in the fall of 2016.

### **What is the customer service portal?**

As a reminder, the customer service portal is a web-based application where injured workers, their representatives, and health-care providers will be able to submit concerns related to claims. At the same time, L&I will be improving an existing web page for employer concerns.

In addition to the customer service portal, the SIRAS project's other two deliverables are a Risk Analytics system and a Medical Bill Reporting Electronic Data Interchange (EDI).

If you have any questions about the testing for the customer service portal or the SIRAS project, please contact Brian Schmidlkofer at L&I, 360-902-6839 or [Brian.Schmidlkofer@Lni.wa.gov](mailto:Brian.Schmidlkofer@Lni.wa.gov).