

Identity Management at WorkSafeBC

BC Public Sector Identity Mgmt Forum April 4-5, 2006

Lloyd Bauer, Director
Information Services Division, WorkSafeBC



WORKING TO MAKE A DIFFERENCE
worksafebc.com

Agenda

- WorkSafeBC overview
 - ❖ Vision, Strategy, Objectives
- Current Identity Management Activity
- Future Identity Management Plans

Our Vision

*Workers and Workplaces
Safe and Secure from
Injury, Illness and Disease*



WorkSafeBC Strategic Goals

1. Keeping the health and safety promise
2. Our service commitment
3. Our commitment to our team
4. Protecting financial integrity of the system
5. Transforming societal attitudes

Key Objectives

1. Improve injured workers' rating of overall service
2. Improve employers' rating of overall service
3. Raise public confidence
4. Reduce the average short-term claim duration
5. Improve return-to-work outcomes for workers in vocational rehabilitation

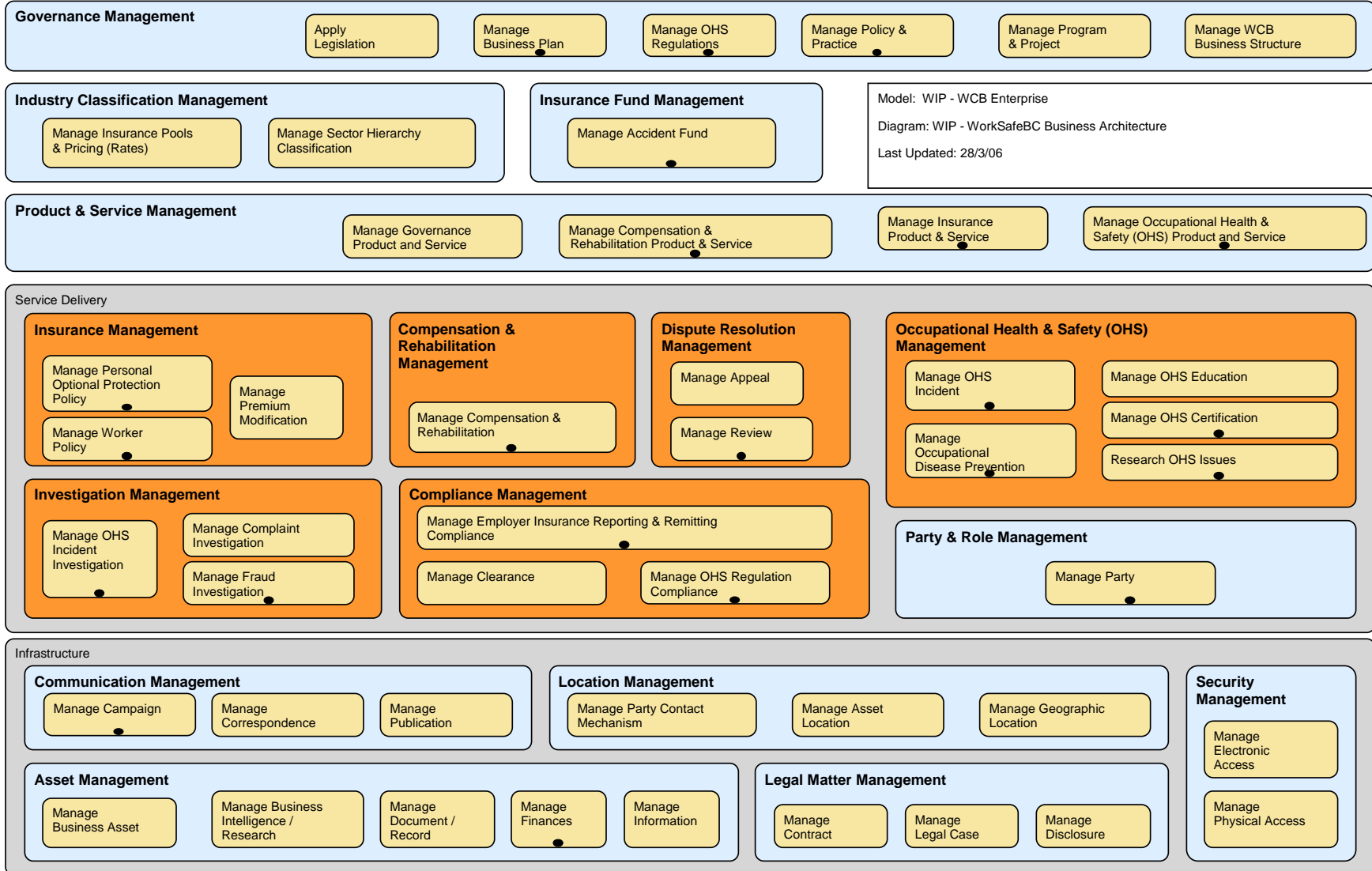
(Continued)

Key Objectives - continued

7. Improve timeliness of initial short-term disability payments
8. Improve decision making through the WCB, ensuring consistency with the legislation
9. Improve administration costs
10. Achieve an accident fund, including reserves, in the range of 90 to 110 percent
11. Attain an aggregate premium rate between \$1.75 and \$2.25

WorkSafeBC on a Page

WorkSafeBC Process



About WorkSafeBC

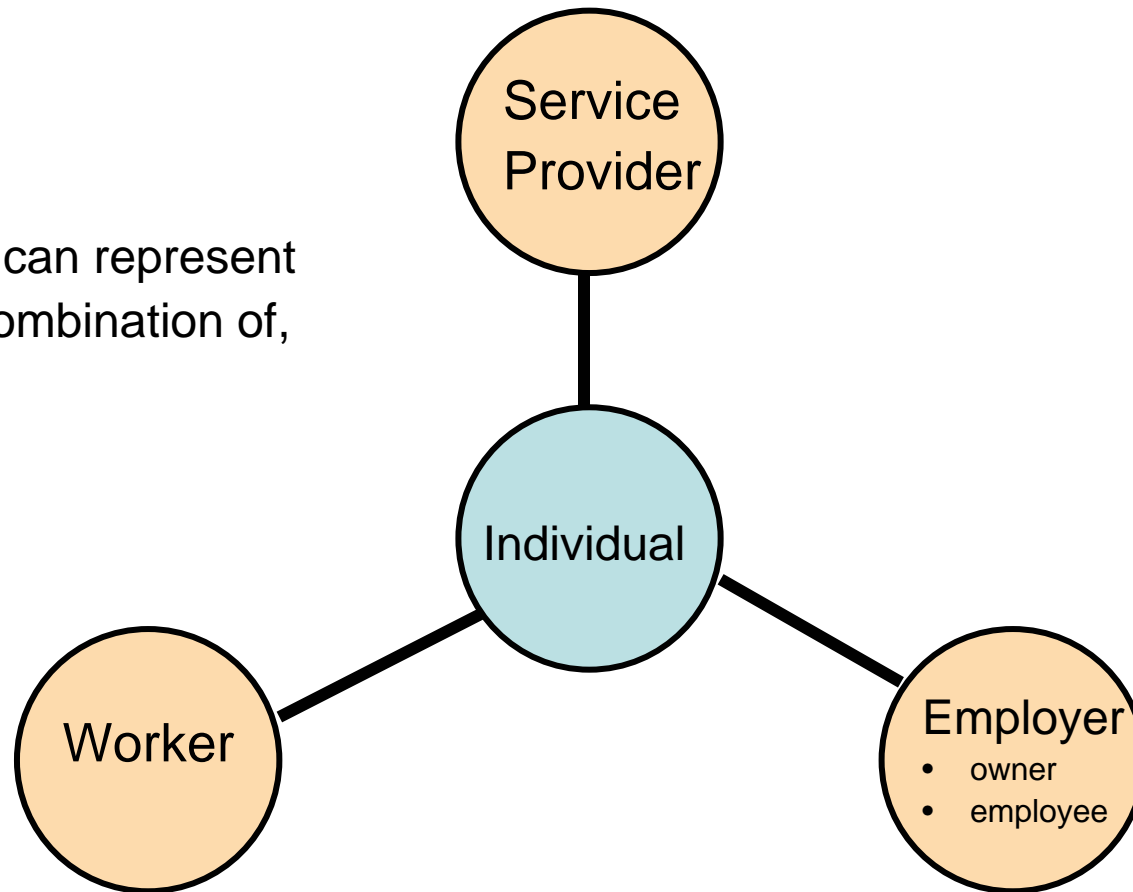
- **Vision: Workers and workplaces safe and secure from injury, illness and disease.**
- **Insurance coverage: 180,000 employers with 2 million workers.**
- **Claims started: 150,000+ per year.**
- **Health & Safety inspections: 16,000 per year.**
- **Phone calls received: 20,000+ per day.**
- **Documents received: 15,000+ per day.**

Primary Customer Groups

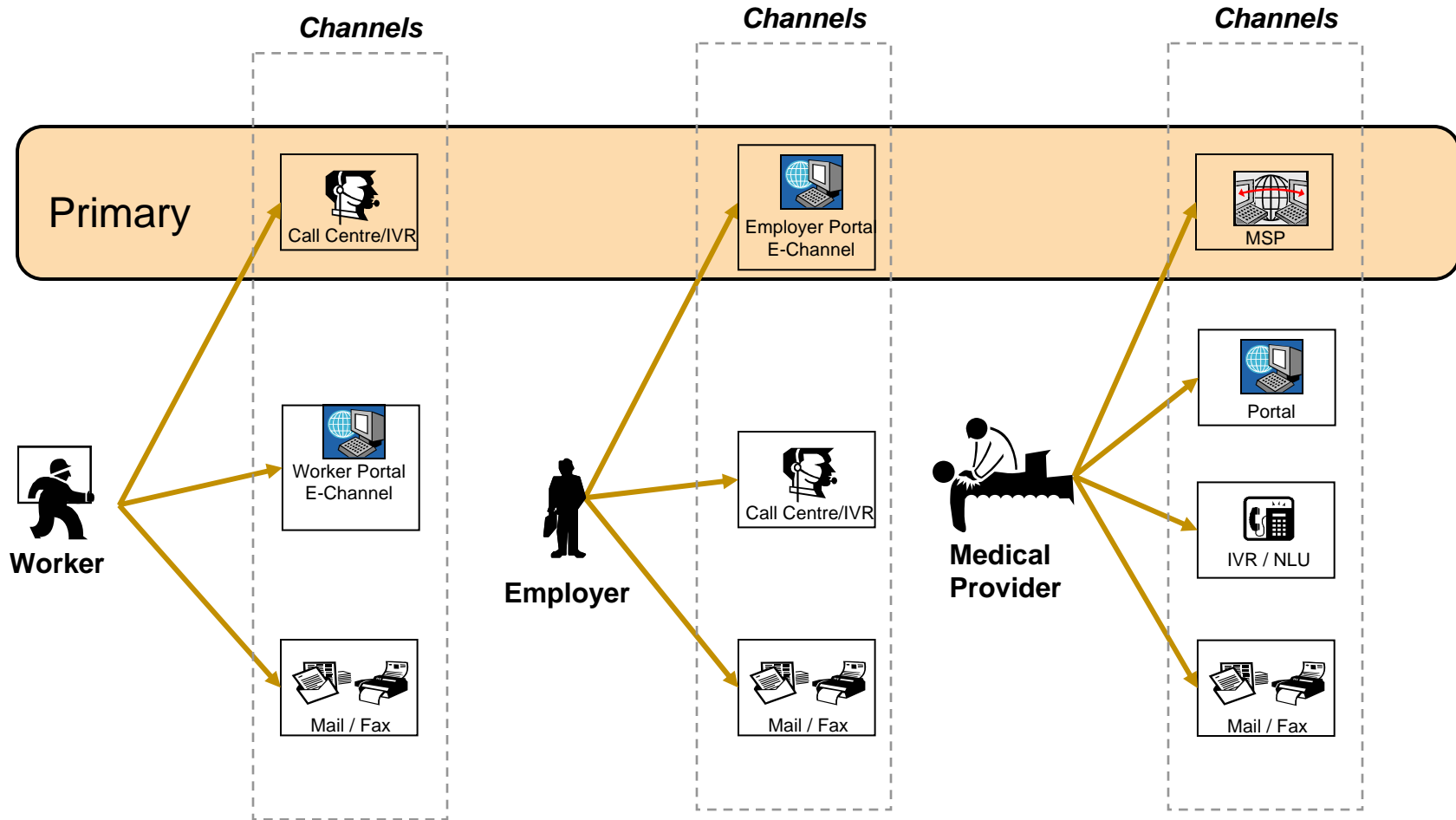
- Workers
- Employers
- Health Care Providers
 - ❖ Physicians
 - ❖ Physiotherapists
 - ❖ Psychologists
 - ❖ Dentists
 - ❖ Chiropractors
 - ❖
- Representatives for workers, employers, and health care providers

Roles

Individuals can represent one, or a combination of, these roles



Communication Channels



Current E-Gov't / E-Business Environment

- *Employer services* - initial concentration is in this area (22 of 25 online services are for use by employers only), including:
 - Registration, report payroll, premium payments, etc.
 - Injury reporting, claim status
- *Injured workers* - can access online claim status and payment information.
- *Health care providers* - can access online claim status information
- *Representatives* – Employer Payroll reporting

Employers



WORKING TO MAKE A DIFFERENCE

Home | About Us | Contact Us | Links | News Room | Careers | Sitemap | Help | Search

Employers | Insurance | Claims | Safety at Work | Publications | Forms | Regulation & Policy

Overview
Improving health & safety at work
Employers' help

Home > Employers/ Small Business > [Email this page](#) [Provide feedback](#)

This is the portal for employers, small business owners, and homeowners. You'll find links to register for coverage, pay premiums, maintain a safe workplace, and what to do if a workplace incident or injury occurs.

Employer/Small Business Centre [Log On](#)

Quick Links

- OHS Regulation
- Online Services
- Forms for employers
- Complaints Office
- Courses
- Campaigns
- Notice of Project
- Rehab & Return to Work
- Hire an injured worker

Customer Centres

- Employers/ Small Business
- Workers
- Health Care Providers

How Do I?

- Report an emergency or accident?
- Know whether my contractor is insured?
- Know whether an incident should be investigated?
- Report fraud?

[More FAQs](#)

Subscribe to E-News

Subscribe to E-News & Updates and other WorkSafe newsletters.

Insurance coverage

- Insurance overview
- Industry classifications
- 2005 base rates
- 2006 base rates

• Report payroll

• Make a payment

• Register your business/firm

• Report client payroll (accountants / service providers)

• Delegate management

• Calculate experience rating

• Request a clearance letter

• Print rate information letters

• Insurance for homeowners

Workplace incidents and injuries

- Submit incident & injury report
- Report injured worker's payroll information
- View your firm's claim costs
- Calculate benefits
- [View claim status](#)
- Generate a traumatic injury report

Workplace health and safety

- Back at Work Information and Resource Centre
- Safety calculator
- Safety at Work for Small Business

Traumatic incidents at work

- Critical incident response
- Investigations into workplace incidents

Connect:
Employer & small business inquiries
Phone 604-244-6181
Toll-free 1-888-922-2768

Spotlight:



Hire a Worker Campaign

©2006 WorkSafeBC (the Workers' Compensation Board of BC) Making a difference, one human being at a time. [Privacy](#) | [Disclaimer](#) | [Copyright](#) | [Security](#)

Access Control Categories

- **High** - secured applications: customers must be pre-authorized, e.g. claim cost statements, injury reporting
- **Medium** - personal applications: customers are pre-registered but are not authorized, e.g. clearance alert
- **Low** - anonymous applications: no registration required, e.g. employer registration, clearance letter

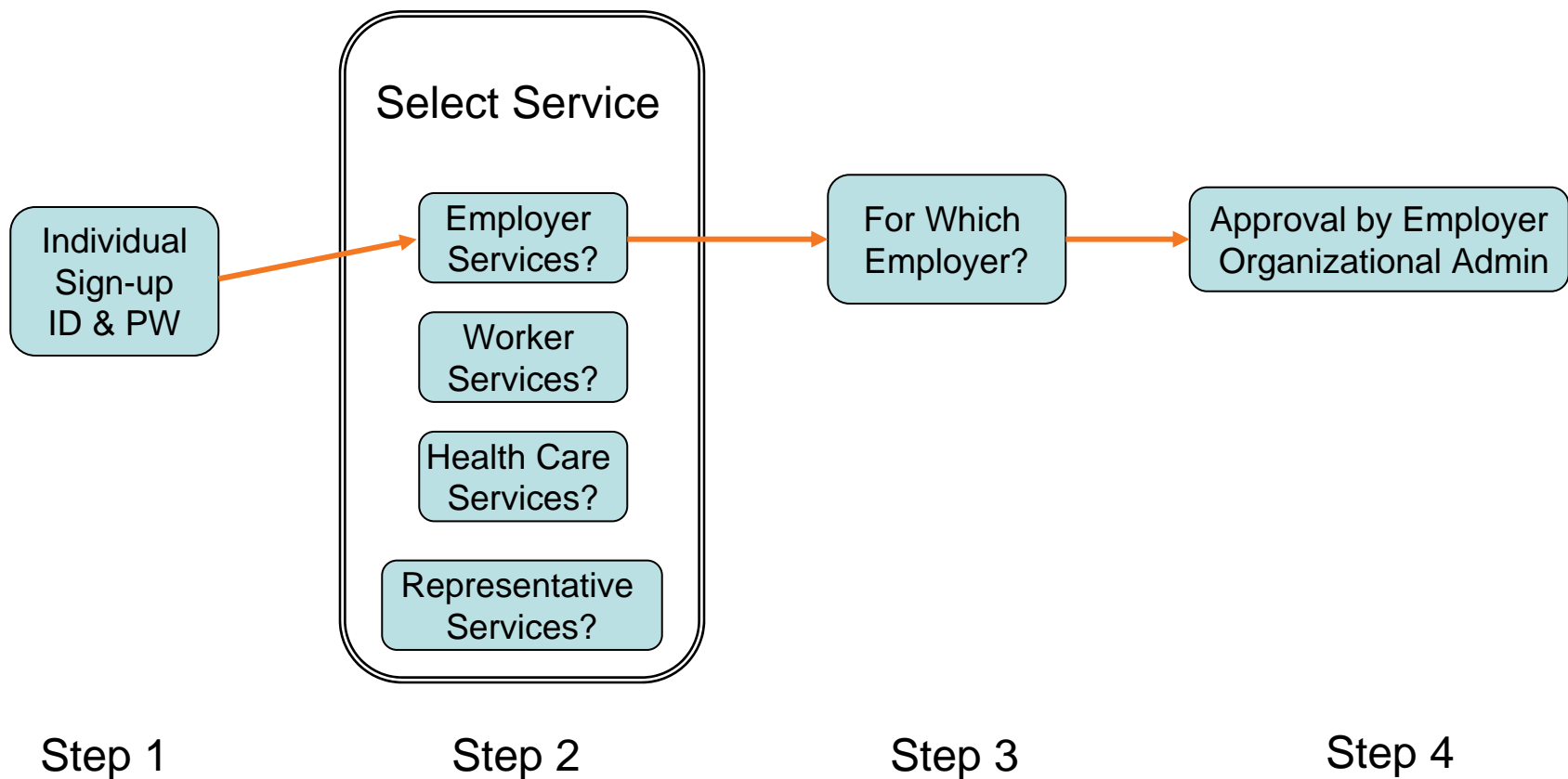
IDM: Fundamental Design Principles

- **Authentication and authorization** - Our internal systems and data must be protected from unlawful access.
 - ❖ ensure that privileged information is accessible to only those who have a legitimate right to it
 - ❖ where possible, leverage existing Gov't authentication capabilities (not achieved)
- **Self-Service with low in-house administration**
 - ❖ online, intuitive, self-service option for sign-up, authentication and profile management
 - ❖ WorkSafeBC should not incur a high administrative cost in manually authenticating customers for online access
- **True Single Sign On (SSO)**
 - ❖ individuals create one ID which can be authorized for multiple organizations, and/or claims
- **Decentralized management**
 - ❖ authorized customers need to manage access to their data stored on our systems
 - ❖ authenticate organizational administrators only
 - ❖ administrator has access to all services and data, and is responsible for authorizing all other access for that organization

IDM system: SecureConnect

- Allows customers to select an ID and password and sign-up for secured online services.
- Validates IDs and passwords that are entered for personal and secured applications.
- Provides the means to authenticate an individual based on his/her role and type of services requested (e.g. employer services, claimant services, etc.)
- Allows an organization to identify one or more individuals to be designated as Organizational Administrators.

Authentication & Authorization Process (simplified)



SecureConnect: Facts

- **Custom built in 2000; implemented in 2001.**
- **Manages 20,000 logons per month (i.e. verification of ID and password).**
- **Manages 65,000 application launches per month.**
- **Authenticated 27,000 administrators, representing 29,000 employers for access to online services.**
- **87% of new authentications provide immediate access through our self-service capabilities.**
- **(We plan to start authenticating injured workers, health care providers and third-party representatives in 2006.)**

IDM for Employers: Today

- Authentication of the employer's administrator is completed through validation of a "shared secret"
 - ❖ information from reports that are sent to the company during normal business processes.
 - ❖ PINs sent through directed mail campaign.
 - ❖ authentication numbers assigned at the time of online registration for insurance coverage.
 - ❖ manual verification via helpdesk staff.
- A letter is automatically sent to a senior officer of the organization informing them of the authorized administrator.

IDM for Injured Workers & Health Care Providers: Today

- Injured workers are given a Personal Access Number (PAN) when their claim is registered.
- The PAN is used as a “shared secret” for accessing claim information online by claimants and Health Care Providers.
- No ID or passwords are assigned; the PAN and claim number are entered for every access.
- FIPP office has ruled that PAN is not a very well-kept “secret”, i.e. PAN is shared amongst too many people, such as family members and advocates.
- Investigating new authentication methods as part of our new Claims Management Solution project.

IDM for Injured Workers: Future Plans

- Injured workers will be assigned a Claim Authorization Number (CAN) when their claim is registered.
- The CAN will be used only once to authenticate the claimant and record their self-selected ID and password.
- Third parties, authorized by the claimant, will be given their own CAN which will be used for authentication.
- Third party authorization will expire after a specified period of time unless the claimant chooses to revoke it earlier or extend the access.

IDM for Health Care Providers: Future Plans

- Currently investigating the feasibility of a combination of “semi-shared secrets” for access to a specific claim.
 - ❖ Payee number
 - ❖ Claim number
 - ❖ PHN
- Also considering the use of PINs mailed to targeted groups which can be used for authorization with IDs and passwords.
- Still in early stages and have not yet discussed options with the health care community.
- This is our most challenging area for IDM, and the one we are the least comfortable with.

WorkSafeBC IDM Priorities for E-Gov't

1. **Health Care Providers** (using certifying organization)
2. **Citizen – injured worker** (potentially based upon drivers license and PHN)
3. **Employers** (B.C. Corporate Registry / Registrar of Companies)

Possibilities

- Utilize a shared service for authentication, as a level 1 (high) Government granted digital ID.
- Utilize certifying organizations to provide and validate e-business credentials (eg. College of Physicians)

Questions?

Supporting Slides

Workers

The screenshot shows the WorkSafeBC website for workers. At the top, there is a navigation bar with links for Home, About Us, Contact Us, Links, News Room, and Careers. A search bar is also present. Below this is a blue header with the 'Workers' section highlighted, and sub-sections for Insurance, Claims, Safety at Work, Publications, Forms, and Regulation & Policy. A banner image shows two workers on a construction site. Below the banner, there is a 'Quick Links' section with a list of links, a 'Customer Centres' section, and a 'How Do I?' section with a list of questions. A 'Worker Centre' section is also present, divided into three columns: 'Essentials', 'Your claim', and 'Returning to work'. A 'Connect' box provides contact information for Workers Services Inquiries. At the bottom, there is a footer with copyright information and links for Privacy, Disclaimer, Copyright, and Security.

WORK SAFE BC
WORKING TO MAKE A DIFFERENCE

Home | About Us | Contact Us | Links | News Room | Careers | Sitemap | Help | Search

Workers | Insurance | Claims | Safety at Work | Publications | Forms | Regulation & Policy

What workers should know
Improving health & safety at work

Home > Workers > [Email this page](#) [Provide feedback](#)

The portal for workers – find information on your rights and responsibilities, what to do if you're injured, how to manage a WorkSafeBC claim and safely recover from an injury and return to work.

Connect:
Workers Services Inquiries
Claims Call Centre
604 231-8888
Toll-free 1 888 967-5377

Worker Centre

Essentials

- Your rights
- Your responsibilities
- What to do if you're injured
- Types of benefits

Traumatic incidents at work

- Critical incident response
- Investigations into workplace incidents

Your claim

- Starting a claim
- Check your claim status
- Request for claim file disclosure
- Request review or appeal of your claim
- Tips for claim management

Returning to work

- What is a return to work program?
- When to return to work
- Back at Work information and resource centre
- Vocational rehabilitation services
- Vocational rehabilitation job finder

Quick Links

- OHS Regulation
- Online Services
- Workers Compensation Act
- Forms for workers
- Complaints Office
- Review and Appeal
- Return to work programs
- Hire an injured worker
- Workers' Advisers

Customer Centres

- Employers/ Small Business
- Workers
- Health Care Providers

How Do I?

- Report an accident in which I was injured?
- Check the status of my claim?
- Get a copy of a claim file?
- File a privacy complaint?

> [More FAQs](#)

Subscribe to E-News

Subscribe to E-News & Updates and other WorkSafe newsletters.

©2006 WorkSafeBC (the Workers' Compensation Board of BC) Making a difference, one human being at a time. [Privacy](#) | [Disclaimer](#) | [Copyright](#) | [Security](#)

Health Care Providers

WORK SAFE BC
WORKING TO MAKE A DIFFERENCE

Home | About Us | Contact Us | Links | News Room | Careers | Sitemap | Help | Search

Health Care Providers | Insurance | Claims | Safety at Work | Publications | Forms | Regulation & Policy

Health care practitioners and providers
How to reach us
Rehabilitation programs & services
Related information

Home > Health Care Providers > [Email this page](#) [Provide feedback](#)

WorkSafeBC has a network of clinical providers throughout the province to provide quality rehabilitation and health care to B.C.'s injured workers.

Connect:
Health care provider inquiries

Health Care Provider Centre

Essentials

- Evidence-based medicine
- Understanding the claims process
- Understanding return-to-work programs

Health care practitioners and providers

- Acupuncturists
- Chiropractors
- Dentists
- Massage Therapists
- Pharmacies and Pharmacists
- Physicians - Family
- Physicians - Surgical Specialists
- Physiotherapists
- Podiatrists
- Psychologists

Invoice codes

- Service location codes
- Diagnostic codes (or ICD-9 codes)
- MSP diagnostic code descriptions (ICD-9)
- Side of body codes
- Body part codes (quick

Rehabilitation programs and services

- Post operative rehabilitation guidelines
- Activity-Related Soft Tissue Disorder (ASTD) Services
- Amputee Multi-disciplinary Program
- Chronic Pain Program
- Functional Capacity Evaluation
- Hand Therapy Program
- Head Injury Assessment and Treatment Services
- Hearing Aid Program
- Medical and Return to Work Planning Assessment Service
- Occupational Rehabilitation 1
- Occupational Rehabilitation 2
- Permanent Functional Impairment
- Return to Work Support Services

Spotlight:

Courses for physicians
Conferences for health care providers

Quick Links

- OHS Regulation
- Online Services
- Forms for health care providers
- Complaints Office
- Courses
- Campaigns
- Freedom of Information and Protection of Privacy

Customer Centres

- Employers/ Small Business
- Workers
- Health Care Providers

How Do I?

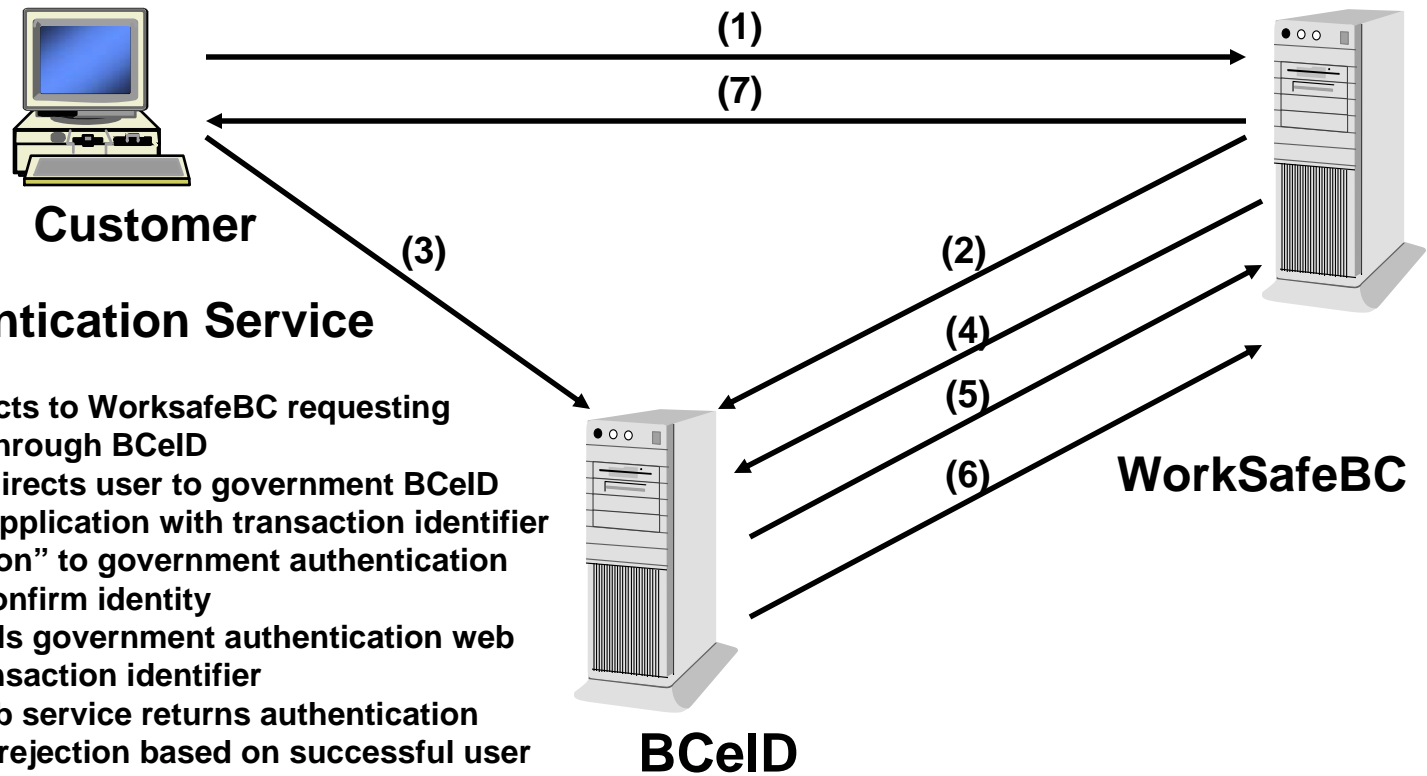
- Report fraud?
- Check the status of a claim online?
- Find the forms I need online?
- Know whether an incident should be investigated?
- Find resources for workers affected by a work-related traumatic event?

[More FAQs](#)

Subscribe to E-News

Subscribe to E-News & Updates and other WorkSafe newsletters.

Sharing Authentication Credentials



BCeID Authentication Service

- (1) End user connects to WorksafeBC requesting authentication through BCeID
- (2) WorksafeBC redirects user to government BCeID authentication application with transaction identifier
- (3) End User "logs on" to government authentication application to confirm identity
- (4) WorksafeBC calls government authentication web service with transaction identifier
- (5) Government web service returns authentication confirmation or rejection based on successful user logon
- (6) Government authentication application redirects user back to WorksafeBC
- (7) WorksafeBC grants or rejects user access request based on answer from authentication web service

More About the WorkSafeBC

- WorkSafeBC is a “Statutory Agency”
 - ❖ Created by the *Workers Compensation Act* to Administer that legislation
- Mandate flows from the “Historic Compromise”
 - ❖ Employers are protected from suit for workplace injuries in exchange for funding the system
 - ❖ Workers, in exchange for the right to sue, receive compensation and coverage for medical and rehabilitation costs

WORK SAFE BC
WORKING TO MAKE A DIFFERENCE

Home | About Us | Contact Us | Links | News Room | Careers | Sitemap | Help | Search

WorkSafeBC.com Insurance Claims Safety at Work Publications Forms Regulation & Policy

Welcome to **WorkSafeBC**
THE WORKERS' COMPENSATION BOARD OF BC

ACCIDENT REVIEW
Forklift tips over, crushing operator.
How can we prevent a next time?
Alan Moat
WorkSafeBC Occupational Safety Officer
[learn more >>](#)

Email this page Provide feedback

Doing Business with WorkSafeBC [Log On](#)

Quick Links

- OHS Regulation
- Online Services
- Careers
- Review and Appeal
- Notice of Project
- Research
- Bid Opportunities
- Rehab and Return to Work

Customer Centres

- Employers / Small Business
- Workers
- Health Care Providers

Insurance

- Register for coverage
- Rates / classifications
- Report payroll
- Make a payment
- Update account info
- Cancel your coverage
- Get a clearance letter

Claims

- Report an injury or illness
- Report a serious injury or fatality
- View claim status
- Transfer corporate claims (AIRS)
- View claim costs

Safety at Work

by industry

by topic

- Find a hazard alert poster
- Find a safety sign
- See a slide show
- Report unsafe work