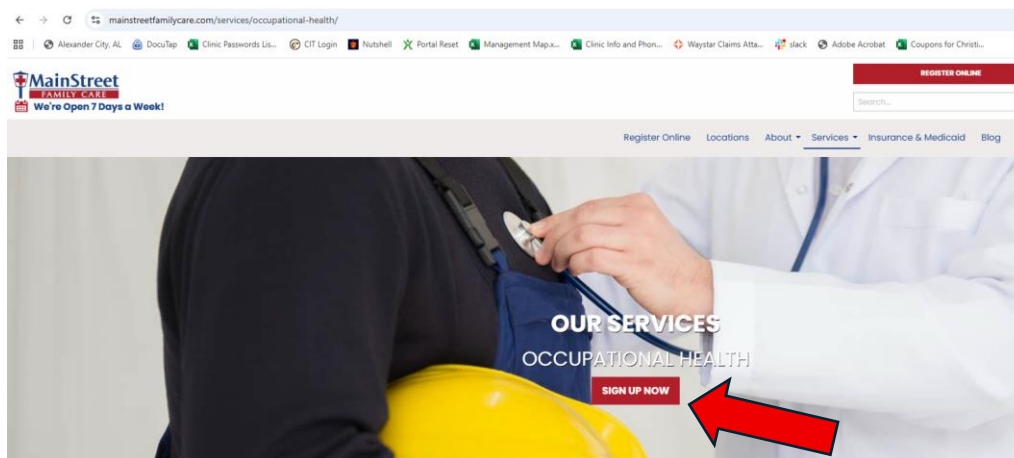# Occupational Medicine and Worker's Compensation Navigation Guide:

How to set up an account in the Sigma employer portal:

1. Go to our website page below and click "Sign Up Now."
   https://www.mainstreetfamilycare.com/services/occupational-health/

2. Add your email address, confirm your email, and click "Next."

3. You will then see the following pop-up boxes.

4. Check your email for the registration code. If you do not see the email in your inbox, please check your junk folder.
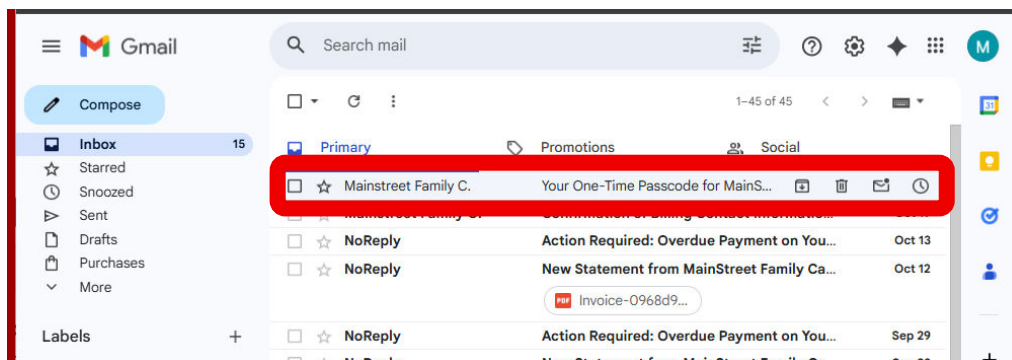
5. Go back to the pop-up and enter the passcode from your email.

6. You will now have to fill out information about your company. If your company does NOT have a third-party administrator, please answer "No" to the first question. (TPAs pay the bill for these services instead of the company) If you are a TPA OR your company has a TPA, then select yes. After this screen is completed, hit "Next" in the bottom right corner.

Account Type

Are you a TPA (third-party administrator)? ○ Yes ● No

Please complete all fields

Company Information

Company Name	Store/Location #	Billing Address	Address Line 2	City
MainStreet Test 123	Store Location	123 MainStreet North Pole	Address Line 2	Birmingham

State	Zip Code	Phone	Fax	Email
Alabama	35203	(256) 791-1175	Fax	acmorrow6@gmail.com

Account Administrator Contact Information

Name	Phone	Email
Christine Morrow	(256) 791-1175	acmorrow6@gmail.com

Billing Contact Information

Name	Phone	Fax	Email
Christine Morrow	(256) 791-1175	(205) 555-5555	acmorrow6@gmail.com

Assign a Vendor #

Assign a vendor

‹ Back   Next ›

7. The next screen is the Third-Party Administrator screen. If you are a company that has a Third-Party Administrator (TPA) that will be paying for your services, please add this information to this screen. If you do not, please select "No" and hit "Next."

Third-Party Administrator

Do you have a TPA? ○ Yes ● No

TPA Information

TPA Name	TPA Billing Address	Address Line 2
Enter or search TPA name	TPA Billing Address	Address Line 2

City	State	Zip Code
City	Select State	Zip Code

Phone	Fax	Email
Phone	Fax	Email

Contact Name

Contact Name

‹ Back   Next ›

8. If you are using your own chain of custody for drug tests, please complete the lab information on the next screen. Your employee will need to bring this chain of custody to the visit. If you are using our lab account (our chain of custodies), select "No," and hit "Next."

Do you have your own Lab account? ○ Yes ● No

Lab Information

Lab Name	Phone	Account Number
Lab Name	Phone	Account Number

MRO Information

MRO Name	Phone	Fax
MRO Name	Phone	Fax

‹ Back   Next ›

○ This information can be located on your chain of custody in the top right hand side. Please see the redacted example below:

9. If you will be using the clinic for workers compensation, please add your work comp carrier information on this screen. Be sure to mark if you need a rapid drug screen for your injured worker.

10. Next you can select your favorite services. What are favorite services? It is a way to standardize the services you are most likely going to be using at MainStreet. If you will be using MainStreet for a drug screen and DOT physical only, add those services to your favorite list to keep them at the top of your list.

11. Now select the way you would like to receive the bill.
    a. If you want or need to receive something via mail, please select option 2.

12. Select how you would like your statement delivered, whether you would like paperless billing or not.

Please choose how you want your statements delivered:
○ Electronic (email) Only
● Electronic (email) + Paper Statements
Please confirm or edit your mailing address where you will receive paper statements:

Address line 1	Address line 2	City
123 MainStreet North Pole		Birmingham

State	Zip
Alabama	35203

< Back   Next >

13. Sign the portal agreement and you are ready to go!!!

Please agree to our Employer Portal terms and conditions.

CLICK HERE TO VIEW TERMS

Name

[Name]   ☐ I Agree

< Back   Submit

CONGRATULATIONS! You have successfully created your account.
Now let's showcase what the new employer portal can do for you.

PORTAL NAVIGATION

1. Under the first tab in your portal, you can **view your invoices and make payments**. You can also run a statement by using the filters on this screen. For example, if you would like to **run a statement/invoice** for June you will type in June 1, 2025, in the Start Date and June 30, 2025, for the end date. Now select "Print Statement" in the top right corner.

MainStreet FAMILY CARE   Logout

| Invoices & Payments | | | **Invoices & Payments** | | | | Print Statement | View Last 60 Days |

Invoices & Payments

Schedule Visit

Results

Messages

Settings

Start Date	End Date	Employee Name	Employee DOB
MM/DD/YYYY	MM/DD/YYYY	Employee Name	MM/DD/YYYY

Total Amount Due: $0.00   Clear Filters   Pay All   Pay Selected

Date	Age	Invoice #	Clinic	First Name	Last Name	DOB	Service	Charges	Adjustments	Payments	Amount Due	Status	Options

Previous   Page 1 of 0   Next

When you run a statement, it will look like this.

2. Under the second tab "Schedule Visit," you can now **SCHEDULE YOUR EMPLOYEE** in advance by following these steps:

   o Select Schedule Visit

   o Choose the state and clinic location you plan to send your employee to. Then select the approximate time slot your team member would like to arrive at the clinic. Please keep in mind this slot is an estimated time to be seen, and heavy volume may mean there is an additional wait.

Schedule Visit

Choose a time for the employee to arrive at the clinic today or tomorrow

Alabama   Alexander City

Important Notice:If the location you're looking for is not shown, this means the location is still using our previous system.
To schedule an occupational medicine or worker's compensation visit at these locations register your employee online at
MainStreetFamilyCare.com/online-registration/#location-select

Alexander City
2508 Hwy 280, Alexander City, AL 35010

Today Thursday, October 23rd		Tomorrow Friday, October 24th	
5:10 PM	5:43 PM	6:49 PM	7:11 PM
7:22 PM	7:33 PM	7:44 PM	7:55 PM

↓ Click here to view times at nearby locations

Next >
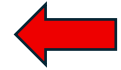
- o Add your employees' information. Be sure to add THEIR cell number so that they will receive text message notifications on their registration process. Be sure to select the service we need to complete for your team members at the bottom of this screen. The staff will only complete the services you select. You can also upload specific forms that you need the staff to complete.

Schedule Visit

Clinic and Date Selection

Alexander City

2025-10-23 07:33 PM   Change

Employee Information

First Name   Last Name

First Name   Last Name

Date of Birth   Phone

mm/dd/yyyy   Phone
                                              MUST be a valid cell phone number for employee.

Gender
○ Male   ○ Female

Select Services   Select Additional Services

Favorite Services
☐ DOT Physical $100.00

- o Once you press "Submit," you will receive a confirmation page with a check-in code/QR code. Your employees will use this code to check-in at the kiosk when they arrive at the clinic. If you would like to print this code, be sure to scroll down to the bottom to access the print button.

MainStreet Family Care - Alexander City
2508 Hwy 280

Alexander City AL, 35010

Arrival Time:
Thu Oct 23 2025 7:33 PM

What to bring:
1. These instructions
2. Your valid driver's license
3. Any misc forms, equipment, etc. that you need for your visit

Arrival Instructions:
1. When you arrive at the clinic, please proceed to one of our self check-in kiosks and click the option to enter a check in code.
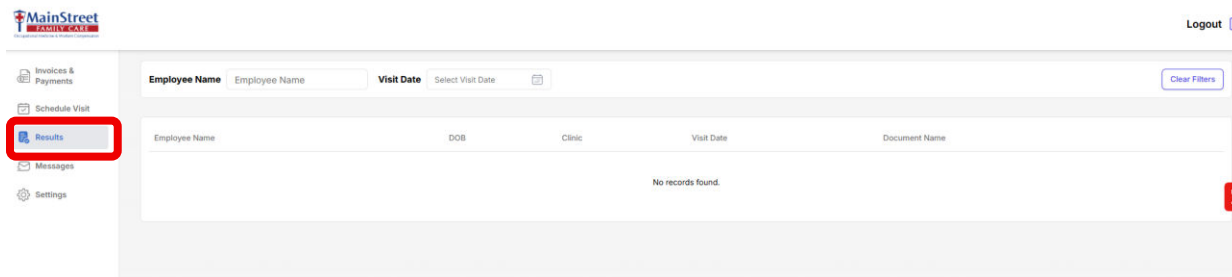2. Enter your check in code or hold up this paper with the QR code in front of the camera

WVHT

3. Follow the directions on the kiosk.
4. After completing everything on the kiosk, have a seat in our waiting room and a MainStreet employee will call you back when it's your turn.

Show this QR Code to the kiosk camera

3. Under the third tab labeled "Results," you can view your employees' **RESULTS**. Once the visit is completed, the staff will send the results to the email provided during account set-up.
   - o To locate results for a specific employee you can use filters to search by Employee Name and visit date. Once you locate your employee, please click the paper clip under document name to download your team members' results.
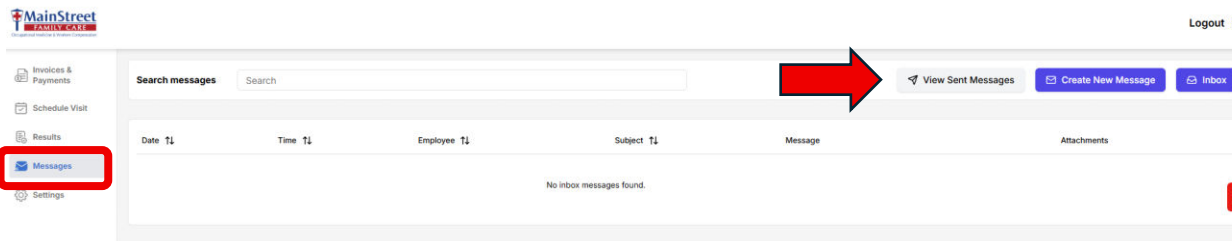
4. Under the fourth tab, "Messages," you can **MESSAGE** our team directly if you have any questions or concerns. You will select "Create New Message".

   - o After selecting "Create New Message" you will receive the following pop up that needs to be completed:

5. Under the fifth tab, "Settings," you can **control your SETTINGS**. This tab will allow you to do the following:

o Update your **ACCOUNT INFORMATION**. You can update address, billing address, or contact information.

o **MANAGE USERS**- This is where you can add people who you would like to have access to schedule visits, view billing, and receive results.

- o When you add a user, you can assign them a specific level of access.
  - **Admin**: access to everything including the capability to schedule, view billing, and results
  - **Billing**: access to billing only
  - **Results**: access to results only

- o **SERVICES:** This is where you can remove/add FAVORITE services.
  - o Selecting the star adds the service to your favorites list

Who can you contact if you are missing results, experience technical difficulties, or have a question about billing?

The best way to get in touch with us is sending a message through the portal.

Occupational Medicine Contact Directory:
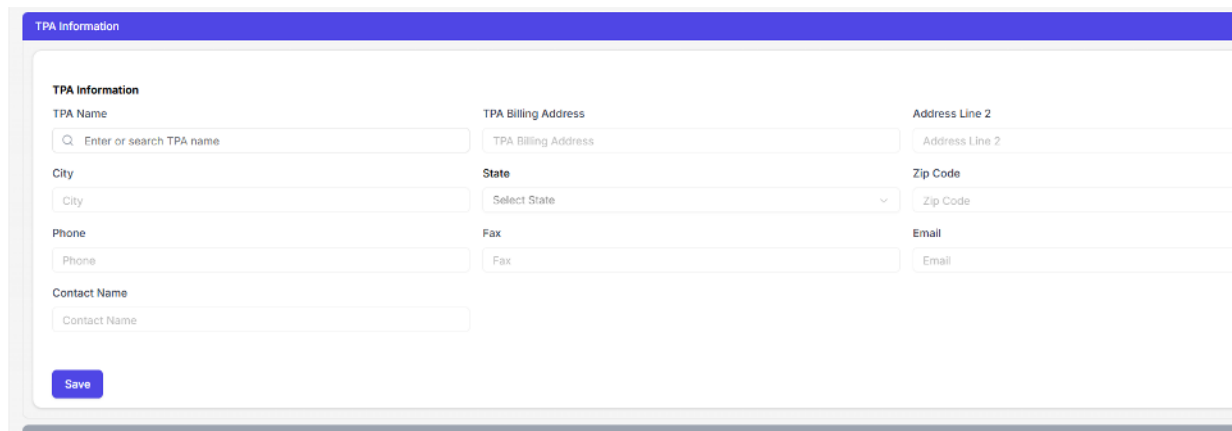
- Department Email:
    - OccMed@mainstreetfamilycare.com

- Contact for missing results, clinic questions, or Sigma issues after account set up.
    - Peyton Stanley
        - Email: pstanley@mainstreetfamilycare.com

- Contact for new account set up, account updates, or secondary contact for missing results, or clinic questions.
    - Christine Morrow
        - Email: christinem@mainstreetfamilycare.com
        - Phone: 256-791-1175

- Director of Occupational Medicine:
    - Josh Lourie
        - Email: jlourie@mainstreetfamilycare.com

- Billing Department:
    - Department Email for billing questions or to send ACH remittance.
        - Email: OccMedPaymentPosting@mainstreetfamilycare.com
    - Stephanie Black
        - Email: sblack@mainstreetfamilycare.com
        - Phone: 205-545-5089

Workers' Compensation Contacts:

- Workers Comp Billing:
    - Erica Jackson
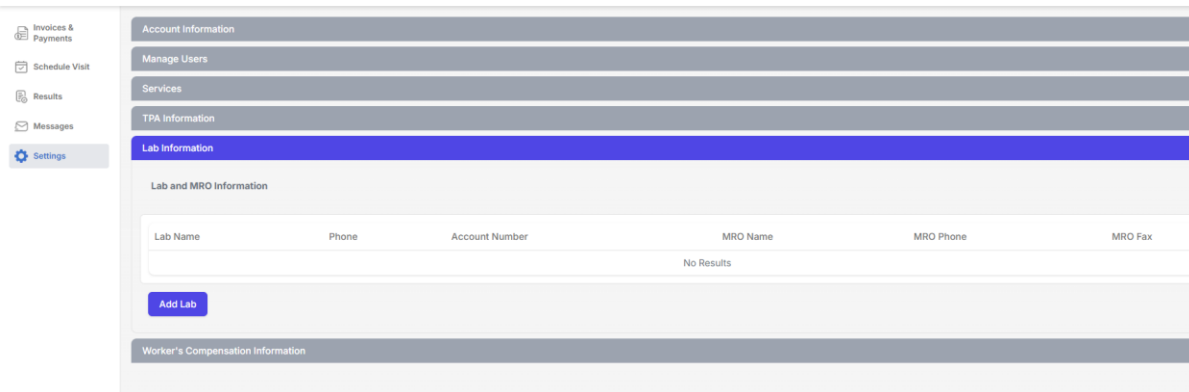
- ejackson@mainstreetfamilycare.com
  - o Stephanie Black
    - ▪ Director of Revenue Cycle
    - ▪ 205-545-5089
    - ▪ sblack@mainstreetfamilycare.com
  - o Krista Rock
    - ▪ Vice President of Revenue Cycle
    - ▪ 314-604-4142
    - ▪ krock@mainstreetfamilycare.com

TPA Information- If you have a TPA you can change/update this information if needed.

TPA Information

TPA Information

TPA Name	TPA Billing Address	Address Line 2
Enter or search TPA name	TPA Billing Address	Address Line 2

City	State	Zip Code
City	Select State	Zip Code

Phone	Fax	Email
Phone	Fax	Email

Contact Name
Contact Name

Save

Lab information- If you have your own lab account you can change/update this information if needed.

MainStreet FAMILY CARE

- Invoices & Payments
- Schedule Visit
- Results
- Messages
- Settings

Account Information

Manage Users

Services

TPA Information

Lab Information

Lab and MRO Information

Lab Name	Phone	Account Number	MRO Name	MRO Phone	MRO Fax
			No Results		

Add Lab

Worker's Compensation Information

Worker's Compensation Information- You can update your work comp carrier at any time.

MainStreet
FAMILY CARE

- Invoices & Payments
- Schedule Visit
- Results
- Messages
- Settings

Account Information

Manage Users

Services

TPA Information

Lab Information

Lab and MRO Information

Lab Name	Phone	Account Number	MRO Name	MRO Phone	MRO Fax
			No Results		

Add Lab

Worker's Compensation Information