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# **Introduction**

This Guide contains step-by-step instructions and resources to help you bill [L&I](#LNI" \o "Washington State Department of Labor & Industries (L&I) administers worker’s compensation benefits.  ) for training services.

## Is this the right Guide for me?

Use this guide if:

* You have an active L&I Provider number and are designated as a school or training facility.
* Your student has [Option 2](#Option2" \o "The worker chooses their own training path.  L&I authorizes limited funds they can use at any L&I approved training provider within five years.) training benefits. You should have an [Authorization Letter](#_Authorization_Letter) for this student showing approved dollar limits, date spans, and identifying the training provider(s). If you do not have an Authorization Letter, contact the student or the [Option 2 Specialist](#Option2Specialist" \o "Option 2 Specialist: An L&I employee specializing in Option 2 training benefits. They create the Authorization Letter and are a resource for workers, schools and other interested parties.).

This is **not** the guide for you if:

* You do not have an L&I Provider number.
To become a provider, go to [Become a Training Provider](https://www.lni.wa.gov/claims/for-vocational-providers/schools-training-programs/become-a-training-provider).
* Your student has Option 1 training benefits with an [Encumbrance form](#Encumbranceform" \o "Documents a worker’s Option 1 training benefits including L&I authorized training sites, dollar limits and date spans.).
See the [Billing Guide for Option 1 Training Providers](https://lni.wa.gov/claims/_docs/BillingGuideforOPT1TrainingProviders.docx).
* Your student has a self-insured claim. Contact the self-insured employer for their billing and payment process. If you’re unsure if the claim is self-insured, contact your student or their VRC.

## How can this Billing Guide help me?

L&I has specific billing procedures, codes and forms. It will be easier for you to submit your bills and get paid when you understand what L&I needs. This Guide also has web links and other resources to answer your questions and get assistance.

## What are L&I training benefits?

Washington State Department of Labor & Industries (L&I) administers worker’s compensation benefits. Some workers who were injured on the job may qualify for retraining benefits. When this occurs, a VRC will develop a retraining plan with the worker and submit the plan to L&I.

If L&I approves the plan, the worker has two options:

* **Option 1:** The worker chooses to follow the approved L&I retraining plan and continues working with the VRC. The plan can be up to 2 years and has limited training funds.
* **Option 2:** The worker chooses their own training path. L&I authorizes limited funds they can use at any L&I approved training provider within five years. A worker may, or may not, choose to have VRC assist them.

## Things to be aware of:

* **Do not** bill the student or the VRC for tuition. L&I cannot reimburse them.
* **Do not** bill more than you would any other student for the same program.
* Refer to the [School Billing Policy](https://www.lni.wa.gov/patient-care/billing-payments/marfsdocs/2023/Update_Chapter_30_Voc_Services_Schools.pdf) for specific requirements.
* Changes to a billing address or tax identifier could require a different provider number and could cause bills to be delayed or denied. If this situation arises, please email SchoolOversightProgram@Lni.wa.gov.

# **Authorization Letter**

## What is an Authorization Letter?

A worker with Option 2 benefits creates their training path and informs L&I’s Option 2 Specialist. The Opt2 Specialist then creates an Authorization Letter (“Letter”). This Letter documents the L&I authorized training site(s), dollar limits, and date spans for a worker’s training.

Schools should verify the information is correct. Pay particular attention to the:

* Provider name
* Worker (student) name
* Dates of training
* Maximum dollar amounts authorized for tuition and fees, and if applicable, books, supplies, and equipment.

If you have questions, notice inaccuracies or need an Authorization Letter, contact the Option 2 Specialist at (360)902-9135 or AskVIP@lni.wa.gov .

## What is it used for?

Rely on this Letter when submitting bills. L&I uses this form to decide whether to pay, adjust or deny a bill submitted by a school. A bill may be adjusted or denied if the dates do not fall within the date span in the Letter, or if the total of all bills submitted exceeds the approved dollar limit.

## What is on the Letter?

Here is a sample Authorization Letter that is sent to the School and Worker.



**6**

**5**

**4**

**5**

**1**

**3**

**2**



**1**

School contact

**2**

 Worker name: This should match your student’s name.

**3**

 When billing L&I, use dates within the “Date span approved”. L&I may deny your bill if dates are outside these approved dates.

**4**

Authorized expenses and amounts:The total amount you bill on all bills for this student must NOT exceed the maximum total amounts listed on the Authorization Letter.

**5**

Each type of expense listed will be associated with a Training Code**.**When billing, use the following codes for Tuition, Books, Other, etc.

**Training Codes**

|  |  |
| --- | --- |
| R0310 | Tuition, Training Fees |
| R0312 | Supplies, Equipment, Tools, Books |
| R0320 | Exams, License Fee |
| R0350 | Other |
| R0390 | Child Care Services |

**6**

Schools can bill electronically or by mail. See instructions below.

# **How to Bill L&I and Get Paid**

## What information do I need before I can bill?

1. Your **L&I Provider Account Name and Number**.
2. The **Authorization Letter** for the student you are submitting the bill for. This form shows the training site(s), dollar limits, and date spans approved for this student. If you need a copy, contact the Option 2 Specialist at (360) 902-9135 or AskVIP@lni.wa.gov or the worker.

## What date(s) should I use for the “From/To Dates of Service?

* + Rely on the Letter. Date(s) must be within the dates listed on the Letter in order to prevent denials, adjustments and delays.
	+ You can enter the first date of the quarter/semester for both the “From Date of Service” and the “To Date of Service” box. You do not need to enter different dates for these boxes (“date span”) on the billing form.
	+ Tuition is generally by quarter, semester or in 90-day increments. Private schools should split bills into no more than 90-day increments.

## How much can I bill?

Billing must match the Letter.

* **Do not** bill more than you would any other student for the same program.

If the student’s training ends early, see the refund requirements in the [billing policy](https://www.lni.wa.gov/patient-care/billing-payments/marfsdocs/2023/Update_Chapter_30_Voc_Services_Schools.pdf).

## Billing Codes

L&I uses Billing Codes to identify and track the different types of services we pay for. To help you bill correctly, you should rely on information in the Letter.

*Note*: The terms Procedure Code, Training Code, Retraining Code, and Billing Code are used interchangeably among billing forms.

## Example of Paper Billing

Below is an example of the [Statement for Option 2 Training (F245-446-000) (wa.gov)](https://lni.wa.gov/forms-publications/f245-446-000.pdf). It contains the minimum information required for the bill to process correctly.



**4**

**3**

**9**

**8**

**7**

**6**

**5**

**2**

**1**

**1**

**Worker information** – Enter the worker’s/student’s name and claim number. Do NOT enter Date of Injury, Home Address, Social Security Number, or Phone Number.

**2**

 **L&I Provider Number**

**Name** Enter your business name as it is listed in your L&I Provider Account.
Note: Payment will be delayed or denied if the billing address, provider number or tax ID does not match your provider account. Please contact provider accounts: pacmail@lni.wa.gov.

**3**

**4**

**Federal Tax ID**

**5**

**From/To Dates of Service** These dates must fall within the date span on the Authorization Letter.

**6**

**Procedure Code** - The terms Procedure Code, Training Code, Retraining Code, and Billing Code are used interchangeably among billing forms.

Use the codes below when submitting your bill.

**Training Codes**

|  |  |
| --- | --- |
| R0310 | Tuition, Training Fees |
| R0312 | Supplies, Equipment, Tools, Books |
| R0320 | Exams, License Fee |
| R0350 | Other |
| R0390 | Child Care Services |

 Note: L&I only pays Providers and can NOT reimburse workers for Tuition (R0310).

**7**

 **Charges** must not exceed the approved amounts for Tuition, Supplies etc. as listed on the Authorization Letter.

**8**

**4**

**This box** must be checked in order for the Provider to be paid.

**9**

**4**

A **Signature** is required in order to be paid.

## How do I submit a bill?

You can submit your bill electronically or use a paper form.

### Electronic

We encourage providers to submit, adjust, and/or void bills electronically using the [Provider Express Billing (PEB)](https://lni.wa.gov/patient-care/billing-payments/billing-li/provider-express-billing#about-peb)direct entry process. This is a secure system used to submit bills electronically and receive [Remittance Advices](#RemittanceAdvices" \o "Also known as the Explanation of Benefits (EOB). This is a statement of what L&I paid, what is pending, and what was denied with the reason for denial.) through a MyL&I account. Providers can submit, adjust, and/or void bills online. Submitting bills electronically is easier, more accurate and you will get paid sooner. Here are some websites that can help you:

* + [About PEB](https://lni.wa.gov/patient-care/billing-payments/billing-li/provider-express-billing#about-peb)
	+ [Direct Entry Billing Manual](https://lni.wa.gov/forms-publications/F245-437-000.pdf)
	+ [Login or Sign Up as a new user](https://lni.wa.gov/patient-care/billing-payments/billing-li/provider-express-billing-signin)

A few hints to help you be successful:

* + Verify your bill matches the information on the **Authorization Letter**.
	 Note: “Training Code” and “Procedure Code” are the same thing.
	+ It is encouraged, but not required, to fax an invoice to the worker’s L&I claim file to provide additional detail. If you have supporting documentation:
	+ Write “**VPLN**” and the **claim number** on the upper right hand corner of all backup documentation.
* Please **do not** use staples. (This makes it easier for us to image the information to the claim file.)
* To send them to the claim file, you can either:
	+ - Mail documents to the address on the top left corner of the form.
		- Fax documents to **360-902-4567**.

### Paper

Alternatively, providers can mail paper bills to L&I.

* + Use the form [Statement for Option 2 Training (F245-446-000) (wa.gov)](https://lni.wa.gov/forms-publications/f245-446-000.pdf) . Instructions are on the second page. Not all fields are required for successful billing. The mailing address is on the form.
	+ Verify your bill matches information on the **Authorization Letter**. Include a copy of the **Authorization Letter**.
	 Note: “Training Code” and “Procedure Code” on the billing form are the same thing.
* If you have itemized invoices or other supporting documentation:
	+ Write “**VPLN**” and the **claim number** on the upper right hand corner of all backup documentation.
	+ Please **do not** use staples. (This makes it easier for us to image the information to the claim file.)
* To send them to the claim file, you can either:
	+ - Mail documents to the address on the top left corner of the form.
		- Fax documents to **360-902-4567**.

## How do I get paid?

### Choose direct deposit or mail:

1. Log in to your ProviderOne account. Update your payment preferences to receive payments electronically through Electronic Funds Transfer (EFT). This is the fastest way to receive payment.
2. If direct deposit is not selected, paper checks (called a “warrant”) will be mailed to the provider.

### When do bills process?

Bills process every two weeks on Friday and payments go out the following week. See the calendar at [Payment Status](https://lni.wa.gov/patient-care/billing-payments/payment-status).

### How do I find out what has been paid?

L&I provides Remittance Advice, also called an Explanation of Benefits (EOB.) This is a statement of what L&I paid, what is pending, and what was denied with the reason for denial.

You can access your Remittance Advice online via your Provider Express Billing (PEB) account or attached to your check (warrant) and Payment Order. These statements are only mailed to the Provider account address and cannot be sent to a third party.

To understand your Remittance Advice, refer to the [General Billing Guide](https://www.lni.wa.gov/forms-publications/F245-432-000.pdf) pages 9 through 16.

A list of relevant EOB codes (approval or denial reasons) are listed in the last pages of each Remittance Advice. All EOB codes are available at [Explanation of Benefits (EOB) Lookup (wa.gov)](https://lni.wa.gov/patient-care/billing-payments/explanation-of-benefits)

### What if I need to re-submit a bill?

If you believe L&I adjusted or denied a bill in error, you can re-submit your bill. Be sure to use the same dates of service as your original bill so L&I can match the bills.

To submit your adjustment via:

* Direct Entry – Follow the instructions in the [Adjust, Submit, or Void a Direct Entry Bill](https://lni.wa.gov/forms-publications/F245-437-000.pdf) (F245-437-000) document. For more information about billing electronically, please visit our [Provider Express Billing (PEB)](https://lni.wa.gov/patient-care/billing-payments/billing-li/provider-express-billing) page.
* Paper – Complete a [Provider’s Request for Adjustment](https://lni.wa.gov/forms-publications/F245-183-000.pdf) form (F245-183-000).
* Clearinghouse or your own software - Submit an adjustment transaction through your clearinghouse or software program. If you need additional assistance, please contact your clearinghouse or software vendor.

What if I need to reimburse L&I?

If a school has been paid for a training period but the program ended early, the school may need to reimburse L&I. For calculating refunds, refer to the [School Billing Policy](https://www.lni.wa.gov/patient-care/billing-payments/marfsdocs/2023/Update_Chapter_30_Voc_Services_Schools.pdf). If a refund is needed:

* Complete the form [F245-043-000 Refund Notification](https://lni.wa.gov/forms-publications/f245-043-000.pdf).
* Mail the completed form with your refund check to L&I at the address on the form.

Submit your refunds within 30 calendar days of a student’s official withdrawal or termination date.

# **What if I have Billing Questions?**

### L&I websites

[Resources for Training Providers (wa.gov)](https://www.lni.wa.gov/claims/for-vocational-providers/schools-training-programs/resources-for-training-providers)

 School Billing, Cancellation and Refund Policy

[Submitting Bills and Reports (wa.gov)](https://lni.wa.gov/patient-care/billing-payments/billing-li/submitting-bills-and-reports)

[Getting a Payment Adjusted (wa.gov)](https://lni.wa.gov/patient-care/billing-payments/billing-li/getting-a-payment-adjusted)

Bill online

[Provider Express Billing Sign In (wa.gov)](https://lni.wa.gov/patient-care/billing-payments/billing-li/provider-express-billing-signin)

[Provider Express Billing (wa.gov)](https://lni.wa.gov/patient-care/billing-payments/billing-li/provider-express-billing)

### Provider Hotline

Send an email to PHL@lni.wa.gov

### Option 2 Specialist

Call 360.902.9135 or email AskVIP@lni.wa.gov.

### School Oversight Program

Send an email to the SchoolOversightProgram@LNI.wa.gov

# **Glossary**

* **Authorization Letter** – Documents a worker’s Option 2 training benefits including L&I-authorized training sites, dollar limits and date spans.
* **Billing Code** – The terms Billing Code, Procedure Code, Training Code, and Retraining Code are used interchangeably, depending on the on L&I form.
* **Encumbrance Form** -- Documents a worker’s Option 1 training benefits including L&I authorized training sites, dollar limits and date spans.
* **Explanation of Benefits (EOB)** – Also known as the Remittance Advice. This is a statement of what L&I paid, what is pending, and what was denied with the reason for denial.
* [Labor & Industries (L&I), Washington State](https://www.lni.wa.gov/) **-** L&I administers worker’s compensation benefits for workers injured on the job in Washington State.
* **Option 1 training benefit:** The worker chooses to follow the approved L&I retraining plan and continues working with the VRC.
* **Option 2 training benefit:** The worker chooses their own training path. L&I authorizes limited funds they can use at any L&I approved training provider within five years.
* **Option 2 Specialist** – An L&I employee specializing in Option 2 training benefits. They create the Authorization Letter and are a resource for workers, schools and other interested parties.
* **Procedure Code** – The terms Billing Code, Procedure Code, Training Code, and Retraining Code are used interchangeably, depending on the on L&I form.
* **Provider Accounts (PAC)** – PACMail@lni.wa.gov , L&I’s team of account specialists who review and approve applications and modifications to account information.
* **Provider Express Billing (PEB)** -- A secure system used to submit bills electronically and receive remittances through a MyL&I account. Providers can submit, adjust, and/or void bills online. Submitting bills electronically is easier, more accurate and you will get paid sooner.
* **Provider Hotline (PHL)** -- PHL@LNI.wa.gov. This part of L&I Provider Accounts is responsible for answering billing questions.
* **ProviderOne** – An online account system hosted by HCA. Providers use this online account system to manage their L&I provider account.
* **Remittance Advice** – Also known as theExplanation of Benefits (EOB). This is a statement of what L&I paid, what is pending, and what was denied with the reason for denial.
* **Retraining Code** – The terms Billing Code, Procedure Code, Training Code, and Retraining Code are used interchangeably, depending on the on L&I form.
* **Self-Insured** (SI) - Employers who provide their own workers’ compensation coverage.
* **State Fund** (SF) – Workers compensation coverage is administered by L&I.
* **School Oversight Program** – This L&I program seeks to ensure the quality and value of vocational training to improve outcomes for workers. It reviews applications to become an L&I training provider and responds to school-specific questions and concerns.
* **Student** – Same as Worker.
* **Training Code** – The terms Billing Code, Procedure Code, Training Code, and Retraining Code are used interchangeably, depending on the on L&I form.
* **Vocational Rehabilitation Counselor (VRC):** This is a private sector professional who assists an injured worker by assessing the worker’s abilities, developing a plan to return to work and supporting the worker during retraining.
* **Vocational Services Specialist (VSS)** – An L&I vocational professional who reviews and approves vocational plans from a VRC.
* **Warrant** – A check L&I issues to a provider.
* **Worker** – Same as Student.