

## Payment Policies for Healthcare Services

### Provided to Injured Workers and Crime Victims

# Update – Chapter 22: Other Services

## Lodging Providers

Effective January 1, 2024

**This update applies to *Chapter 22: Other Services*. All requirements and details outlined in Chapter 22 still apply. The following text is added to the chapter:**



## Definitions

**Authorized companion:** A person authorized by L&I to accompany the claimant and share their accommodations for the authorized stay.

**By Report:** A code listed in the fee schedule as “By Report” doesn’t have an established fee because the service is too unusual, variable, or new. When billing for the code, the provider must provide a report that defines or describes the services or procedures. The insurer will determine an appropriate fee based on the report.

**Lodging provider:** Company, person, or group offering temporary housing, such as hotels, motels, and other temporary short-term rental locations.

**Meals:** Restricted to breakfast, lunch and dinner. Meals may include non-alcoholic beverages only.

**State Rate:** The reimbursement rate for lodging and meal reimbursement set by the Office of Financial Management (OFM) within the State of Washington.



**Link:** For the current State Rate, see the [per diem tables on the OFM website](#).



## Payment policy: Lodging

### General information

This policy is effective for any dates of stay after January 1, 2024.

**Lodging providers** must have an active L&I provider account number to be paid for lodging and **meals**.



**Note:** This policy applies to **lodging providers** only. If you are a claimant who needs reimbursement, see [L&I's Expense Reimbursement webpage](#) or contact your claim manager.

### How to apply for an L&I provider account number

All **lodging providers** new to L&I and ProviderOne must [apply for an L&I account through ProviderOne](#). Follow the [step-by-step guide](#) for Facility, Agency, Organization or Institution (FAOI) to complete your ProviderOne application.

Allow 60-90 days for application review. L&I will notify you of our decision.

#### Tips for success

- In step 1, mark 'No' on the dropdown for "All Medical Providers are federally mandated to have an NPI." **Lodging providers** aren't required to have an NPI.
- Upload a copy of your IRS W9 (wet signature required) and the [Provider Agreement](#). Incomplete applications can't be processed and will delay payments.
- If you don't add your EFT/Direct Deposit information in ProviderOne (Step 17), L&I payments will be mailed to the 'Pay to' address.

To update an existing L&I provider account (such as changing your mailing address or billing information), log into your ProviderOne account and follow the Provider Modification Guide ([F248-486-000](tel:248-486-000)) to make your updates.

If ownership of the **lodging provider** changes, you need to follow the steps above to obtain a new L&I provider account.



**Link:** For additional assistance, contact [LNIProviderOne@Lni.wa.gov](mailto:LNIProviderOne@Lni.wa.gov).

### Expected claimant conduct

Claimants are expected to follow all **lodging provider** rules and policies. It is the expectation of L&I that no additional visitors are to be staying in the authorized room without prior approval by L&I.

## Prior authorization

Reimbursement for lodging and **meals** requires prior authorization from L&I. The claimant is responsible for obtaining authorization for their stay and **meals**. The **lodging provider** will be provided with a hotel voucher detailing what has been authorized upon booking.

## Requirements for billing

Claim Type	Claims begin with...	To bill, you can:	To submit documentation, you can:
<b>State Fund</b>	A, B, C, F, G, H, J, K, L, M, N, P, X, Y or Z followed by six digits, <i>or</i>  Double alpha letters (example AA) followed by five digits.	Submit a Statement for Miscellaneous Bill Form ( <a href="#">F245-072-000</a> ) via mail to the address on the form ( <b>Don't fax bills!</b> ), <i>or</i>  Use our free <a href="#">Provider Express Billing</a> system. For more information and help with direct entry billing visit L&I's <a href="#">Provider Express Billing</a> webpage.	Fax it to <b>360-902-4567</b> , <i>or</i>  Mail it to:  Department of Labor & Industries PO Box 44291 Olympia, WA 98504-4291
<b>Self-Insured</b>	S, T, or W followed by six digits, <i>or</i>  Double alpha letters (example SA) followed by five digits.	Use the <a href="#">Self Insured Employer Look Up Tool</a> or call <b>360-902-6901</b> for more information on where to submit your bills and documentation.	
<b>Crime Victims</b>	V followed by six digits, <i>or</i>  Double alpha letters (example VA) followed by five digits.	Submit a Statement for Miscellaneous Bill Form ( <a href="#">F800-076-000</a> ) via mail to the address on the form or fax to <b>360-902-5333</b> , <i>or</i>  Use our free <a href="#">Provider Express Billing</a> system. For more information and help with direct entry billing for crime victims use the <a href="#">Crime Victims Direct Entry Billing Guide</a> .	Fax it to <b>360-902-5333</b> , <i>or</i>  Mail it to:  Crime Victims Compensation Program PO Box 44520 Olympia, WA 98504-4520

**Documentation must be submitted separately from bills.** Please be sure to include the claimants' name and claim number in the upper right hand corner of each page.

Once your bill is processed, you will receive a remittance advice (RA) with your payment detailing each claimant's name, claim number, dates of service and payment amount for the bills submitted.

**Lodging providers** have 1 year from the date the expenses are incurred to bill.



**Link:** For more information, see [WAC 296-20-1103](#), [WAC 296-20-125](#), L&I's State Fund claims [Expected payment dates webpage](#), and the Crime Victims [Current payment schedule](#).

For further assistance with billing state fund claims, contact Provider Hotline at [PHL@Lni.wa.gov](mailto:PHL@Lni.wa.gov) or, Provider Support and Outreach at [ProviderFeedback@Lni.wa.gov](mailto:ProviderFeedback@Lni.wa.gov). For Crime Victims claims, email [CrimeVictimsProgramM@Lni.wa.gov](mailto:CrimeVictimsProgramM@Lni.wa.gov) or call **1-800-762-3716**.

## Services that can be billed

### Lodging

Code	Description	1 unit of service equals...	Maximum fee per unit
<b>5936M</b>	<b>Lodging provider reimbursement.</b> Requires authorization from L&I prior to stay.	1 night	<b>State Rate</b> + taxes and state fees

### Meals

L&I will reimburse the **lodging provider** for up to 3 **meals** per day (breakfast, lunch, and dinner) provided there are onsite meals offered to the claimant and any **authorized companion** while in approved lodging. Don't bill L&I for meals not provided to the claimant.

Code	Description	1 unit of service equals...	Maximum fee per unit
<b>5937M</b>	Lodging provider reimbursement (Breakfast)	1 meal per authorized person	<b>State Rate</b> (includes taxes & gratuity)
<b>5938M</b>	Lodging provider reimbursement (Lunch)	1 meal per authorized person	<b>State Rate</b> (includes taxes & gratuity)
<b>5939M</b>	Lodging provider reimbursement (Dinner)	1 meal per authorized person	<b>State Rate</b> (includes taxes & gratuity)

Current **State Rates** can be found on the [Office of Financial Management's \(OFM\) website](#).

The lodging provider should bill L&I their usual and customary charges for the meal(s) provided. Reimbursement will be at your usual and customary charge or the **State Rate**, whichever is less.

### Parking

L&I will reimburse the **lodging provider** for parking while in approved lodging, provided there are parking accommodations that are not free to the general public. Don't bill L&I for parking not provided to the claimant.

Code	Description	1 unit of service equals...	Maximum fee per unit
<b>0402A</b>	Parking (Claimant/Lodging Provider).	1 stay	<b>By Report</b>

### Fees

Cancellations are payable if L&I or the claimant doesn't provide 24-hour notice of cancellation. L&I will pay for 1 night of lodging (1 unit of **5936M**) when this occurs.

Taxes and state fees are payable in addition to the per diem rate for lodging. Taxes and gratuity is payable within per diem for meals.

### Extension of stay

If the stay is extended due to a change in the claimant's medical appointments, L&I will reimburse for the additional lodging and **meals** provided prior authorization has been obtained. It is the claimant's responsibility to contact the claim manager (CM) to request authorization to extend the stay.

### Out-of-state lodging providers

Out-of-state **lodging providers** may be reimbursed for lodging and/or **meals** provided to Washington State injured claimants. The rate will be based on the location of the **lodging provider** and the [U.S. General Services Administration's rates](#) for lodging and/or **meals** for that location.

## Documentation requirements

Each **lodging provider** must submit documentation along with their billing to include a folio or list of charges with:

- The date span, *and*
- The claimant's name, *and*

- L&I claim number(s), *and*
- Total charge for the date span, *and*
- Number of units (nights) stayed.

If **meals** were provided to the claimant, include an itemized list of **meals** broken out into breakfast, lunch, and dinner by date and charge.

The **lodging provider** must retain itemized receipts for no less than 1 year, and provide them to L&I along with their bill and upon request.



**Link:** For more information, see [RCW 19.48.020](#).

## Services that can't be billed

L&I won't reimburse **lodging providers** for the following:

- Complimentary **meals** (such as breakfast) supplied to the general public, *or*
- Lodging and/or **meals** paid for by the claimant, *or*
- Incidental fees, *or*
- Additional cleaning fees for damage to the room, *or*
- Cancellations made by the **lodging provider**, *or*
- Lodging, **meals** and/or fees outside the authorized period.

The **lodging provider** may bill the claimant directly for:

- Lodging and/or **meals**, if the claimant prefers to pay themselves, *or*
- Incidental fees, *or*
- Additional cleaning fees for damage to the room, *or*
- Lodging, **meals** and/or fees outside the authorized period.

Don't bill L&I for these services. For the purposes of this policy only, **lodging providers** are reimbursed the maximum per diem rate for **meals**. It is the responsibility of the claimant to cover costs beyond this rate.

It is up to the **lodging provider's** discretion to accept reservations for claimants without a debit card, credit card, or cash for additional charges not covered by L&I. Please contact the claim manager (CM) as soon as possible if this situation arises.



**Link:** For more information, see [RCW 51.04.030\(2\)](#) and [WAC 296-20-020](#).

## Payment limits

L&I reserves the right to revoke a **lodging provider**'s account number should lodging conditions not meet standards (clean, safe, etc.) in accordance with state and federal laws.