# Washington State Department of Labor & Industries

# **Skill Enhancement Training (SET)**

# **Billing Guide for L&I Training Providers**

*Note:* This job aid is intended for use by L&I-approved training providers.

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### Introduction

This guide contains step-by-step instructions to bill the for Skill Enhancement Training (SET) services for a state fund claim.

The Washington State Department of Labor & Industries (L&I) administers worker's compensation benefits to workers injured while on the job. Some workers qualify for training to help them return to work.

Vocational rehabilitation counselors (VRCs) partner with workers to determine if SET is right for them.

## Is this the right guide for me?

Use this guide if:

- You have an active L&I provider number as a school or training provider.
- You receive an approved SET application that outlines costs and start/end dates authorized by L&I. If you do not have an approved SET application form, contact the VRC.

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

- You do not have an L&I provider number. Go to Become a Training Provider to apply.
- You receive an approved Option 1 retraining plan or Option 2 authorization letter. See the **billing** guides for Option 1 or Option 2 plans, or contact the VRC.
- This is a self-insured claim. Contact the self-insured employer for their billing and payment process. If you are unsure if the claim is self-insured, contact the VRC.

## Things to be aware of:

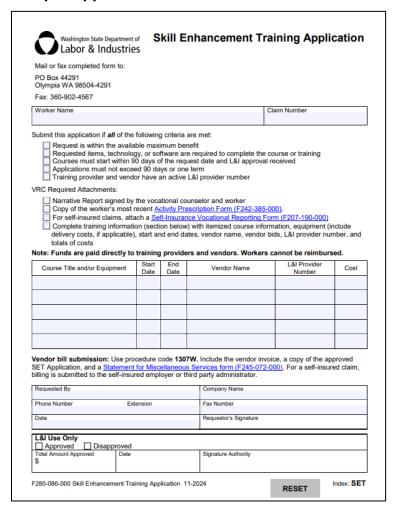
- Do not bill the student or the VRC for tuition. L&I cannot reimburse them.
- **Do not** bill more than you would any other student for the same program.
- Refer to the School Billing Policy for specific requirements.

Contact SchoolOversightProgram@Lni.wa.gov for questions.

# **SET Application Form**

L&I uses a **SET Application Form** to decide whether to authorize or deny SET classes.

## Sample Application:



## Using the information on an approved SET Application:

- Worker name: Name must match the student you are billing for.
- **Claim number**: Use this specific identifier on all forms. A worker may have more than one claim number
- Course title and/or equipment: This describes the name of the course or equipment.
- Dates of service (start and end): Bills submitted to L&I must be within these dates and must not
  exceed the total dollar amount listed. The dates should match the time period the worker will be
  attending your training.
- Vendor name: You will see your business name and your L&I provider account number. You may also see other entities authorized to bill L&I, such as another school.
- Cost: The total amount approved.

#### How to bill L&I

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

- 1. L&I provider name and account number.
- 2. The authorized L&I SET Approval Form.

## What date(s) should I use for the "start/end" dates of service?

- Rely on the application form. Date(s) **must** be within the dates listed on the Application form in order to prevent denials, adjustments, and delays.
- You can enter the first date of the course for **both** the "start date of service" and the "to end of service" box. You do **not** need to enter different dates for these boxes ("date span") on the billing form.

#### When can I bill?

Training providers are encouraged to submit billing immediately after the course's initial start date.

#### How much can I bill?

- Bill up to the approved amount. You can't charge L&I more than you would any other student for the same program.
- Billing must match the application form.
- If the student's training ends early, refer to the refund requirements in the billing policy.

## **Billing Codes**

The designated SET billing code is 1307W. To help you bill correctly, you should rely on information in the Application form.

*Note*: The terms procedure code, training code, retraining code, and billing code are used interchangeably among billing forms.

#### How do I submit a bill?

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

#### **Electronic**

We encourage you to use L&I's **Provider Express Billing (PEB) system** to securely submit bills and receive remittance advice through your My L&I account. Submitting bills electronically is faster and more accurate.

We encourage providers to submit, adjust, and/or void bills electronically using the Provider Express Billing (PEB) direct entry process. This is a secure system used to submit bills electronically and receive Remittance Advices 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:

- Provider Express Billing
- Direct Entry Billing Manual
- Login or Sign Up as a new user

## **Paper**

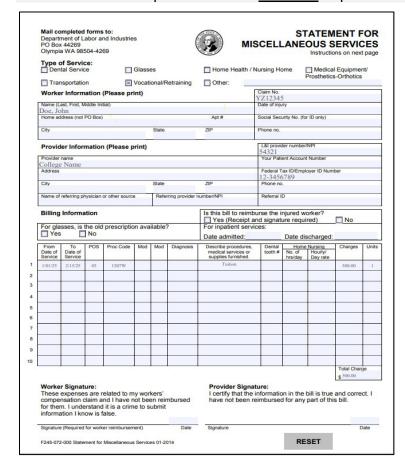
Use the Statement for Miscellaneous Services to mail in a bill.

Instructions are on the second page and identifies required and optional fields.

- Verify your bill matches the SET application form.
- Include a copy of the SET Application Form.
- Include supporting documentation or itemized invoices, if needed.

## **Example for Paper Billing**

The Statement example contains the minimum required information needed to process a bill.



## How do I get paid?

#### **Direct Deposit**

If you select direct deposit or Electronic Funds Transfer (EFT) in ProviderOne, you will receive payments electronically. This is the fastest way to receive payment.

Contact your System Administrator (the person who manages your ProviderOne account) or **SchoolOversightProgram@Ini.wa.gov** to update your payment preference to direct deposit.

#### Paper Check (Warrant)

Payments will be mailed to the provider address on record.

Contact your System Administrator (the person who manages your ProviderOne account) or **SchoolOversightProgram@Ini.wa.gov** to update your billing address.

### When do bills process?

Bills process every two weeks on Friday, payments go out the following week: See the **Payment Schedule**.

#### What's the status of my bill?

L&I provides a remittance advice, that lists what L&I has paid, what is pending, what was denied, and reasons for denial.

Access the remittance advice online in your **Provider Express Billing account.** Remittance advice is also sent out at the same time as the paper check (warrant) and Payment Order.

These statements mail to the provider account address on file and can't be sent to a third party.

If your bill is not listed on the remittance advice within 60 days, contact PHL@Lni.wa.gov.

A list of approval or denial codes or reasons is available at Explanation of Benefits Lookup (wa.gov)

#### How do I re-submit a bill?

- Electronic Log in to your Provider Express Billing account and follow the guide.
- Paper Complete and mail a Provider's Request for Adjustment form.
- **Clearinghouse** 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 you have been paid for a training period but the program ended early, you may need to reimburse L&I according to the agency **refund policy**.

If a refund is needed:

- Complete the F245-043-000 Refund Notification form.
- Mail the completed form with your refund check to 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?

- Contact our Provider Hotline PHL@Lni.wa.gov or 800-848-0811.
- Provider Express billing: Contact ebulni@LNI.WA.GOV for help navigating My L&I.
- Bill status: Check your Provider Express Billing account or contact PHL@Lni.wa.gov or 800-848-0811.

For all other questions, contact SchoolOversightProgram@Ini.wa.gov.

# **Glossary**

- **Application Form:** The form submitted by the VRC requesting skill enhancement training funds.
- Billing Code: The terms billing code and procedure code are used interchangeably.
- **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.
- <u>Labor & Industries (L&I)</u>, <u>Washington State</u>: L&I administers worker's compensation benefits for covered workers injured on the job.
- **Procedure Code**: The terms billing code, procedure code, training code, and retraining code are used interchangeably, depending on the on L&I form.
- Provider Express Billing (PEB): A secure system used to submit bills electronically and receive
  remittances through a My L&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 answers billing questions.
- **ProviderOne**: An online account system hosted by the Health Care Authority. Providers use this online account system to manage their L&I provider account.
- **Remittance Advice:** 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.
- 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.
- **Self-Insured** (SI): Employers who provide their own workers' compensation coverage.
- State Fund (SF): Workers compensation coverage is administered by L&I.
- Student: Same as worker.
- 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 requests from a VRC.
- Warrant: A check L&I issues for payment.
- Worker: Same as student.