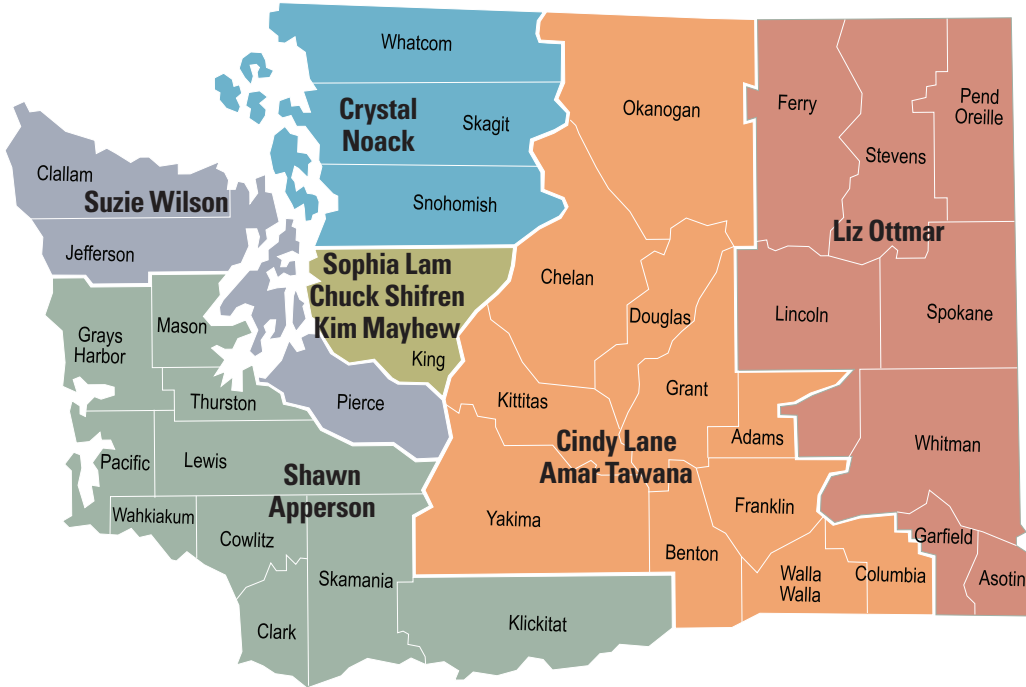


L&I's Occupational Nurse Consultants (ONC) by Area Served

Contact your region's ONC for help with barriers to a patient's care



- Suzie Wilson**, 253-596-3801
Suzie.Wilson@Lni.wa.gov
- Shawn Apperson**, 360-902-5478
Shawn.Apperson@Lni.wa.gov
- Crystal Noack**, 425-218-4967
Crystal.Noack@Lni.wa.gov
- Sophia Lam**, 425-990-1438
Sophia.Lam@Lni.wa.gov
Chuck Shifren, 206-515-2812
Charles.Shifren@Lni.wa.gov
Kim Mayhew, 206-515-2782
Kim.Mayhew@Lni.wa.gov
- Cindy Lane**, 509-454-3783
Cindy.Lane@Lni.wa.gov
Amardeep Tawana, 509-375-0105
Amardeep.Tawana@Lni.wa.gov
- Liz Ottmar**, 509-324-2559
Elizabeth.Ottmar@Lni.wa.gov

Upon request, foreign language support and formats for persons with disabilities are available.
Call 1-800-547-8367. TDD users, call 711. L&I is an equal opportunity employer.

Please do not email information that could identify an injured worker.

www.Lni.wa.gov/patient-care

Featured Content

- **Attending Providers** can use **My L&I** to check the status of a patients claim and correspond with claims managers, securely.
- **Bill L&I for Services:** How and where to submit bills, reports and chart notes, and document due dates.
- **Fee schedule** : Look up payment policies, methods, maximum fees, documentation requirements, updates & corrections.
- **Check Network Status:** Medical Provider Network Status Report (MPNSR) can be used to verify a providers network status.
- **Self-insured employers:** For claims starting with S, T, or W, see the list of self-insured employers and their contacts.

Complex Issue Resources

Topic	Who	Phone	Email/Website
Codes, fees and billing	Provider Hotline	1-800-848-0811	PHL@Lni.wa.gov
Complex bill resolution	Tina Mottern	360-902-6513	ProviderFeedback@Lni.wa.gov
General help	Gayleen Lies	360-902-6680	ProviderFeedback@Lni.wa.gov
Utilization Review	Comagine	1-800-541-2894	WAGovtProviders@comagine.org www.onehealthport.com/payer/comagine-health

Interpreter Services

Patient Care

- **Become a provider:** Apply for a provider account number to bill for services.
- **Changes to your Account:** Prevent payment delays, keep your account update to date.
- **Provider Express Billing (PEB):** Submitting electronic bills.
- **Authorizations and Referrals:** Verify and request authorizations.
- **Continuing Education for Providers and staff:** L&I offers continuing education to understand Workers' Compensation.
- **Interpreter Services:** Providers must request interpreters for scheduled, in-person appointments through the new interpretingWorks online system.

Interpretation@Lni.wa.gov

www.Lni.wa.gov/patient-care/treating-patients/interpreter-services/