

Payment Policies for Healthcare Services

Provided to Injured Workers and Crime Victims

Update – Chapter 30: Vocational Services

School Billing, Cancellation and Refund

Effective January 1, 2024

This update applies to *Chapter 30: Vocational Services*. All requirements and details in Chapter 30 still apply. The following text is added to the chapter:



Definitions

Registration fee: Any fee charged by a school to process student applications and establish a student record system.

Worker or student: An individual who has an L&I claim number and qualifies for workers' compensation retraining benefits. For the purposes of this policy, the terms worker and student are used interchangeably.

Withdrawal or termination date: The earliest of any of the following dates:

- The date the school recorded the student's last day of attendance, or
- The date a student is terminated for violation of published school policy, or
- The date a student is terminated for not meeting performance requirements, or
- The date the student notifies the school in writing that they will withdraw.



Payment policy: School billing, cancellation, and refund

General information

Schools and training programs are L&I-approved training providers who equip **workers** with the knowledge, skills, and abilities they need to be successful in the workforce. Approved providers are either accredited, licensed, or otherwise meet L&I provider requirements.

Workers must have an authorized vocational training plan.

A training provider must have an L&I provider account to be paid for services. Resources for billing are available on the insurer's [website](#).

Prior authorization

Prior authorization is required to bill for **student** application fees and/or placement tests (code **0388R**). This authorization can be granted before a training plan has been approved.

An L&I-approved training plan is required before training begins. This training plan documents the allowed dollar limits, date spans, and billing codes for each vendor. The approved plan could be either an encumbrance form ([F245-454-000](#) for an Option 1 training plan) or an authorization letter (for an Option 2 plan). See [Resources for Training Providers](#).

Who must perform these services to qualify for payment

To be paid for services, a training provider must have an L&I provider account and have an approved vocational retraining plan.

To maintain status as an approved training provider, schools must:

- Have an admission policy allowing all qualified members of the general population to be candidates for admission, *and*
- Maintain documentation on **student** completion and placement rates, *and*
- Maintain credentials. Accredited or licensed training providers must maintain their accreditation or licensure status per [WAC 296-19A-590](#). Non-accredited or unlicensed training providers must reapply every two years per [WAC 296-19A-550](#). Failure to maintain credentials may result in termination of the provider number (WAC [296-19A](#)), *and*
- Comply with all federal, state, and local regulations, and other requirements governing their education and business operations, *and*
- Ensure services provided are respectful, equitable, and responsive to diverse cultural beliefs, practices, preferred languages, and communication needs, *and*

- Ensure access to spoken and sign language according to [Title VI of the Civil Rights Act of 1964](#) and the [Americans with Disabilities Act \(ADA\)](#). Interpreting for an injured **worker** or a crime victim is covered by L&I and does not require prior authorization. For further details, see [Chapter 2: Information for All Providers](#).

For additional guidance, see [Schools and Training Programs \(wa.gov\)](#).



Note: To become an approved L&I training provider, schools must submit an application and be accredited, licensed, or otherwise meet L&I provider requirements. To apply for an L&I provider account, see [Become a Training Provider](#).

Changes to a billing address, tax ID, etc. could require a different L&I provider number and could cause bills to be delayed or denied. See [Become a Training Provider](#) or contact SchoolOversightProgram@Lni.Wa.Gov for assistance.

Services that can be billed

With documentation and prior authorization, the insurer covers the following codes:

- Fees for **student** applications and placement tests (**0388R**). This code can be authorized before the training plan has been approved.

Under an approved training plan, the insurer covers the following codes:

- Registration fees and tuition (**R0310**)
- Books, supplies, and equipment (**R0312**)
- Retraining childcare (**R0390**)



Note: Childcare providers must be licensed.

When to bill the insurer

Billing must fall within the date spans and allowed amounts as listed in the approved training plan (either the Encumbrance form or the Option 2 Authorization Letter).

Tuition must be billed by quarter or semester. For schools without quarters or semesters, billing must not exceed 90-day increments.

Example

A \$6,000 training plan spanning two quarters starting September 5 should be billed as follows:

- 9/5/2023-11/17/23: \$3,000
- 11/20/23-1/1/24: \$3,000

Make sure your billing dates are within the approved plan dates. If not, it may cause payment delays or denials. Do not bill for dates in between approved date spans (in this example, 11/18 or 11/19).

For additional billing guidance, see [Resources for Training Providers](#).

Refund requirements

At a minimum, schools must use the refund and cancellation policies outlined below; however, the insurer may approve refund policies whose terms are more favorable to **students** than the following established minimums.

The process

Refunds must be calculated using the official date of **withdrawal or termination**.

Refunds require the L&I claim number, the billing codes, dates of service, the original bill ICN, and the refund amount. For details, see [Getting a Payment Adjusted](#) and complete the Refunding Money form ([F245-043-000](#)).

Refunds are only payable for bills submitted to the insurer.

Refunds must be submitted within thirty calendar days of the **student's** official date of **withdrawal or termination**. See [RCW 51.48.260](#) and [WAC 296-19A-390](#).

If training ends before a student begins classes

If the applicant isn't accepted, the school may keep money billed for applications and placement tests under code **0388R**. The school must refund all money billed under codes **R0310**, **R0312**, or **R0390**.

If the school cancels a class before it starts, the school must refund all money billed under codes **R0310**, **R0312**, or **R0390**.

If a training is terminated after signing the enrollment contract and before the **student** begins classes, the school may retain an established **registration fee** equal to 10% of the total tuition cost, or \$100, whichever is less.

If training ends after the student begins classes

The school may retain the **registration fee**, plus a percentage of the total tuition as described in the table below.

The percentage will be applied within the date span that includes the official date of **withdrawal or termination**. Date spans (usually a quarter, semester, or specific 90-day period) are identified in the approved training plan (Encumbrance Form or Authorization Letter).

For example, if a student completes 4 weeks within a 10-week date span (40% of the scheduled training), the school may bill no more than 50% of the tuition for that date span.

When the student completes this amount of training...	Then the school may retain no more than this percentage of tuition:
1 week or up to 10%, whichever is less	10%
More than 1 week but less than 25%	25%
25% up to 50%	50%
More than 50%	100%

Services that aren't covered

The following services aren't covered:

- Schools using a monthly subscription service, *or*
- Hourly tutoring.

Requirements for billing

The insurer will only pay bills that fall within the dollar limits and date spans identified in the approved training plan. For further assistance, see [Resources for Training Providers](#).

All charges for registration or tuition must be submitted to the insurer.

Schools must not charge **workers** or VRCs for registration or tuition.

Documentation

L&I may request records regarding the **worker's** training. Records may include a course catalog with prices and policies, signed enrollment agreement, documentation of a **student's** attendance dates, or other information needed to evaluate the **student's** progress or attendance.

Upon request, schools are required to submit records or information on the **student's** progress to L&I or vocational counselors at no cost.

Payment limits

Schools must bill the insurer based on their usual and customary fees.

When questions arise about the cost of training (such as tuition, fees, supplies, etc.), L&I will base decisions on the most recent catalog at time of plan approval. This catalog must include total cost of the program including tuition, fees, supplies, etc. Licensed schools must maintain a current catalog with prices on file with the school's credentialing body.

Schools can't:

- Bill the worker more than any other **student** for the same program, *or*
- Charge **workers** or VRCs directly for registration or tuition, *or*
- Bill the **worker** or VRC for amounts above the approved training plan cost. See [RCW 51.04.030\(2\)](#) and [WAC 296-20-020](#).