

Guidelines for Northwest Regional Council (NWRC) Appointment forms:

NWRC is the broker for Whatcom, Skagit, San Juan and Island Counties

General Rules:

- **NO white out**, please make sure the requestor does not use white out on the form either.
- If you make an error on the form, neatly cross it out, initial it and write the correct information next to it.
- The form must be filled out completely and be legible.
- Backup documentation must be completed for medical appointments if they last more than 1 hour and 45 minutes. This form should document every 15 minutes of the appointment. Make sure your backup form is signed by clinic staff.
- Please use black or blue ink only! Other colors do not copy well.
- Make sure you are billing the correct agency. Sending forms to the wrong agency may delay your payment.
- All the forms and our handbook are available at our website www.langex.com.

Mileage Rules:

- On the form your address of origin will be either your home address or your previous appointment, whichever applies.
- Your destination address is the address of the appointment.
- The final destination is either your home or your next appointment, whichever applies.
- Mileage needs to be at least 15.1 one way to be reimbursed. Mileage leaving the appointment can only be paid if you are going home. If you are going to another appointment, put that mileage on the next appointment.
- Mileage must be verified on mapquest.com. However you do not need to submit a paper copy of the map.

No Show and Late Cancellation Rules:

- NWRC pays ½ hour for no shows. If it is a patient no show, make sure the provider fills out the bottom portion of the form. If it is a provider no show, fill out your portion of the form and write an explanation at the bottom.
- Mileage is paid according to the normal rules.
- NWRC pays ½ hour for appointments which are cancelled within 4 hours of the appointment time. If the cancelled appointment is replaced with a new appointment, you will not be paid the ½ hour.

The section at the bottom of the form is for PROVIDERS ONLY! You should not write in any part of this section.

Failure to use these guidelines may result in non-payment.

If you have any questions please contact us at tlebilling@langex.com