

**WAC 296-31-071 What records must providers maintain?** If providers request payment from us for service, they must:

- (1) Maintain all patient and billing records needed to:
  - (a) Determine the extent of services provided to claimants or to their family members. Each record must, at a minimum:
    - (i) Document the level and type of service provided; and
    - (ii) Where applicable, indicate the name of our representative who authorized equipment or treatment.
  - (b) Comply with our audit of services, if an audit is authorized.
- (2) Maintain records for audit purposes for at least five years from the claimant's last treatment date.
- (3) Provide records to us, if requested.

Note: The confidentiality (safeguarding and release) of a claimant's records is governed by RCW 7.68.140 and 7.68.145 of the Crime Victims Act.

[Statutory Authority: RCW 7.68.030, 51.04.020(4) and 51.04.030. WSR 99-07-004, § 296-31-071, filed 3/4/99, effective 4/4/99. Statutory Authority: RCW 43.22.050. WSR 92-23-033, § 296-31-071, filed 11/13/92, effective 12/14/92.]