



*Redwood Coast Regional Center*  
*Respecting Choice in the Redwood Community*

March 26<sup>th</sup>, 2020

Re: State of Emergency Billing COVID-19

Dear Service Providers,

On March 4, 2020, Governor Newsom declared a State of Emergency for California as a result of the COVID-19 outbreak. On March 12, 2020, Redwood Coast Regional Center received the attached State of Emergency (SOE) notification from the Department of Developmental Services (DDS). As a result, DDS is authorizing, pursuant to Title 17, California Code of Regulations section 54326(a)(11), Regional Centers to pay Service Providers of nonresidential services for absences which are the direct result of the COVID-19 outbreak in California. Please note this does not apply to residential services which are licensed homes and supported living services.

Beginning with the month of March 2020 and until further notice, providers may bill for services and/or appointments which were not provided due to the precautionary measures for COVID-19 or a direct relation to COVID-19. Service Providers *must* keep clear documentation which supports the closure of your agency, cancelation of service, and SOE billing in the event of a future audit.

If your services have been impacted by COVID-19 for the month of March 2020, please follow the billing guidance below. Updated information for future service month(s) will be provided each month as needed.

Please remember this situation is changing. We will update the Service Providers section of our website as we receive updated information at:

<http://www.redwoodcoastrc.org/service-provider/service-provider-supports>

Thank you for all your efforts during these difficult times.

Best regards,

*Amy Medina*

Amy Medina  
Director of Administration

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☐ 1116 Airport Park Blvd. – Ukiah, CA 95482 – (707) 462-3832

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## Service Provider Billing during State of Emergency for COVID-19

Service providers can bill for absences based on the average number of absences experienced during the 12-month period prior of March 1, 2019 through February 29, 2020. Following please find guidance by service units/frequency type for SOE billing.

In the event that additional hours were needed to assist clients who were unable to attend their work or day program, and/or needed additional assistance, please contact the Service Coordinator regarding a purchase of service to cover the additional hours needed. Redwood Coast Regional Center case management will review each of these on an exception basis.

**Service providers billing for absences under the SOE must submit supporting documentation.** This documentation must include client name, total actual units service provided, determined average absent units, and total units of absent time billed. This will provide Redwood Coast Regional Center with data which can be reported to the Department of Developmental Services.

### *Residential licensed settings, AFHA, and Supported Living Services:*

- This SOE does not pertain to your service. You will bill your services and report scheduled absences.

### *Day Programs, Supported Employment, Community Integration, and Transportation:*

- You will bill your standard full month services based on the client's average scheduled attendance. Please note any absences that the client may have had due to Vacation, Hospitalization, etc. The steps below are guidance to help providers calculate potential absences which are billable. *These steps are applicable to both hour and daily rates.*
  1. Calculate the actual attendance for the month of March.
  2. Calculate the absences in the month of March due to the SOE.
  3. Calculate the total absences during the 12-month period of March 1, 2019 through February 29, 2020.
  4. Divide the 12-month total absences (from Step 3) by 12. This provides the average monthly absences for this 12-month period.
  5. Take the absences due to the SOE (from Step 2) and subtract the average monthly absences during March 1, 2019 through February 29, 2020 (from Step 4). The difference is the absence amount that you may bill for (it must be rounded to the nearest whole number and cannot be negative).
  6. Bill for the actual attendance during the month (from Step 1) plus the difference between the absences due to the SOE and the average monthly absences during March 1, 2019 through February 29, 2020 (Step 5).

*Please note: If you have provided services less than 12 months please use the total number of months served to calculate absences. For example, if you provided services for 3 months use the number 3 in steps 3 and 4 above.*

*Early Start Vendors, including Behavioral Services, Physical Therapy, Speech Therapy, and/or Occupational Therapy:*

- You may bill for visits which were canceled due to COVID-19.
- The Parental Verification form should indicate 'Billing average billable hours as outlined in State of Emergency (SOE) declaration.

*All other vendors:*

- Bill your scheduled number of hours/units provided per client. If you were unable to provide services due to COVID-19, you may bill the average hours which would have normally been provided.

We hope this clarification is helpful. Thank you for taking precautionary measures and assisting our clients remain safe and healthy during this critical time.

If you have any questions, please direct them to our Fiscal Department. Contact information can be found at <https://ebilling.dds.ca.gov:8370/supportcontacts.html>

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

1600 NINTH STREET, Room 340, MS 3-12  
SACRAMENTO, CA 95814  
TTY (916) 654-2054 (For the Hearing Impaired)  
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March 12, 2020

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: STATE OF EMERGENCY STATEWIDE

On March 4, 2020, Governor Gavin Newsom declared a State of Emergency for California, as a result of the global COVID-19 outbreak that began in December 2019. The State of California has been working in close collaboration with the national Centers for Disease Control and Prevention (CDC), with the United States Health and Human Services Agency, and with local health departments since December 2019, to monitor and plan for the potential spread of COVID-19 to the United States.

The Governor's proclamation states, in part, that experts anticipate that while a high percentage of individuals affected by COVID-19 will experience mild flu-like symptoms, some will have more serious symptoms and require hospitalization, particularly individuals who are elderly or already have underlying chronic health conditions. It is imperative to prepare for and respond to suspected or confirmed COVID-19 cases in California, to implement measures to mitigate the spread of COVID-19, and to prepare to respond to an increasing number of individuals requiring medical care.

As a result of the State of Emergency declared for California, the Department of Developmental Services (Department) is authorizing, pursuant to Title 17, California Code of Regulations section 54326(a)(11), regional centers to pay vendors for absences that are the direct result of the COVID-19 outbreak in California. The applicable regulation section reads as follows:

*"[All vendors shall ...] Not bill for consumer absences for nonresidential services. The Department shall authorize payment for absences which are the direct result of situations and/or occurrences for which a State of Emergency has been declared by the Governor. If payment for absences due to a State of Emergency is authorized by the Department, the vendor shall bill only for absences in excess of the average number of absences experienced by the vendor during the 12-month period prior to the month in which the disaster occurred."*

Regional Center Executive Directors  
March 12, 2020  
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If you have questions about this correspondence, please contact me at [emie.cruz@dds.ca.gov](mailto:emie.cruz@dds.ca.gov)  
or (916) 838-8960.

Sincerely,

*Original Signed by:*

ERNIE CRUZ  
Assistant Deputy Director  
Office of Community Operations

cc: Regional Center Administrators  
Regional Center Directors of Consumer Services  
Regional Center Community Services Directors  
Association of Regional Center Agencies

