December 17, 2020

Subject: State of Emergency Billing – Monthly Alternative Rates for Nonresidential Services

Dear ACRC Service Providers:

On March 4, 2020, Governor Gavin Newsom declared a State of Emergency for California, as a result of the global COVID-19 outbreak (otherwise being referred to as Coronavirus). This memo provides updated guidance due to a newly released Directive, dated December 02, 2020, that contains additional specific requirements and guidance for those seeking to bill for nonresidential services during the State of Emergency. Here is the latest order with the original orders before it:

- Most Recent December 02, 2020 Directive can be found here.
- All DDS Directives regarding COVID-19 can be found here.
- All Previous ACRC Billing Memos can be found here.

Residential Providers (Community Care and Intermediate Care Facilities):
Please refer to our previous guidance for additional supports as needed.

Non-Residential Providers providing Traditional Services:
Continue to provide services and bill as you did prior to the State of Emergency.

Non-Residential Providers providing Alternative Services
In addition to the previous billing memos, the latest DDS directive clarified and extended the following items:

   Current Billing:

- **Monthly unit rates for Alternative Services will now be set to take effect by January 1, 2021.** For the month of December 2020, please continue to follow the same alternative service guidelines as for September and October 2020:

- o *Providers shall use the current authorized rate and each consumer's average monthly attendance over the prior 12 months ending February 2020 for each consumer who received Alternative Services; and,*
  - o *Providers shall not submit reimbursement claims for consumers who did not receive services.*
- The regional center will only reimburse service providers for Alternative Services if a completed Certification Statement is on file.   The Certification Statement can be completed via Sign Now if you have not already done so.
- DDS has extended the Alternative Services reporting surveys to be required for December 2020 in addition to the previous months for Alternative Services. Surveys can be found in the November 10, 2020 DDS Directive.
- Effective December 1, 2020, if you are providing alternative services, you must indicate the Alternative Service category within the E-Billing Service.

Future Billing – December 2020 Onward

- DDS has sent to ACRC the calculated Alternative Service monthly unit rates for those providers that are eligible for Alternative Services. ACRC will email the respective files to each provider who has completed a certification statement for them to review. **If you have not received your rate schedules by end of business day on December 18, 2020, please email POS@altaregional.org.**
- DDS December 02, 2020 directive includes:
  - o Links to the methodology applied to calculate the monthly rates.
  - o **Enclosure A** = If a provider has supporting documentation and justified reason to have the rate reviewed. This form can be used to submit to ACRC by emailing POS@altaregional.org. Submissions must be received by January 30th, 2020 in order to be considered to be reviewed.
  - o **Enclosure B** = DDS has supplied a list of service codes that are eligible for Alternative Services. All other service codes must be delivered under the traditional model.
- The mailing list for monthly Alternative Service rates is created from those that sent in Certification Statements. If you wish to bill for Alternative Services and have not completed the Certification Statement please complete via SignNow prior to billing. You only need to complete it once for each of your vendor numbers.
- Beginning January 2021, new Alternative Rate POS Authorizations will begin with "A@" sub-codes to identify the Alternative Monthly rates.
- If even one day of Alternative Services is provided to a client during the month, all of that client's billing will be funded through your Alternative Monthly rate. There will

be **no prorating your Alternative Monthly Rates**. You cannot bill part of your Alternative Monthly rate and then the rest of the month bill Traditional. If a client makes the switch between Alternative and Traditional Services, the client's service coordinator will write the Authorization to begin at the start of a month.

- o Note: Within the same month, you may bill for some clients that are receiving Traditional services and some that are receiving Alternative Services.
- Attached to this billing memo is a Desk Guide with screenshots that describes the steps to bill for alternative services in eBilling.

Guidance for transportation and supported employment providers will be provided in subsequent directives; however, continue billing using the current guidance provided in the previous billing memo.

For specific questions regarding DDS Directives please reach out to your community services specialist or one of the two CSS Managers, Jean Onesi, jonesi@altaregional.org or Olivia Procida, oprocida@altaregional.org.

Sincerely,

Iqbal Ahmad
Chief Financial Officer

John W. Decker
Director of Community Services and Supports

This Desk Guide will go over how to complete a Monthly rate invoice with alternative services.

Updated Disclaimer

When you log into eBilling the Disclaimer Statement has a new listing #9.

"If Alternative Nonresidential Services were delivered in-person, the Provider certifies that they were in compliance with the most protective state or local COVID-19 safety guidelines in effect at the time of service delivery."

Click Accept to continue.

Finding the Invoice

1. Select your Service Provider # and click OK on the confirmation box 2. Click on the Invoice Tab

Figure 1 - eBilling Dashboard

3. On the Invoice Search screen enter the invoice number or leave all the fields blank and click on 'Search' to view all invoices.

- All search fields are optional and do no need to be filled out

Figure 2 - Invoice Search

4. Select the Edit button on the invoice line you want to complete.

The Service provider billing details screen will display.

Processing at the Invoice Summary level

A. You can sort the invoice by selecting one of the column headings across the top of the invoice summary lines. Click twice to reverse the sort.

B. You can select the check mark in the upper left to checkmark all invoices and apply a No Service or Defer option to the entire invoice, or you can place checkmarks next to individual lines.

C. Use one of the No Service, Defer or Calendar Template buttons to apply the same details to the lines selected.

D. You can use the Filter dropdown and select "Filter Unprocessed" to only display lines that still need to be completed in order to submit the invoice.

Tip: If you have only a select few lines you will complete and a majority of the invoice is no service or defer, you can apply no service or defer to all using the checkboxes, then sort/scroll through your invoice and complete individual lines as needed.

Consumer Billing Details   Filter All ▼

	Line #	Consumer Name	UCI #	SVC Code	SVC Subco	Auth #	Auth Date	Unit Type	Units Billed	Days Attend
!	1	AL-LAST AL-FIRST	57	510		20142115	07/01/19 - 06/30/20	DM		0
!	2	AM-LAST JA-FIRST	74	510		20135739	07/01/19 - 06/30/20	DM		0
!	3	AN-LAST MA-FIRST	74	510		20414951	07/01/19 - 06/30/20	DM		0
!	4	AP-LAST GA-FIRST	68	510		20314428	07/01/19 - 06/30/20	DM		0
!	5	AZ-LAST TA-FIRST	56	510		20187134	07/01/19 - 06/30/20	DM		0
!	6	BA-LAST MI-FIRST	74	510		20267771	07/01/19 - 06/30/20	DM		0
!	7	BA-LAST MI-	74	510	NONM	20316518	07/01/19 -	HD		0

No Service   Defer   Calendar Template   Add Invoice Line   Submit   Print Invoice Details

Figure 3 - Service Provider Billing Details

Note: Once an invoice line has been updated with a selection, you can no longer update the invoice line at this higher level. If a change is needed, you will need to click on the line and go to the calendar detail entry to make changes.

You must navigate to the invoices calendar to complete the alternative service selections. Follow the instructions below.

Completing Alternative Service reporting

1. Click on the invoice line you want to complete
2. Select a *checkmark* on the days you provided services

Figure 4 - Attendance Calendar Data Entry

3. Click on the *circled A* Ⓐ in the date box. The Alternative Service Type Selection window will display.
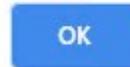

Figure 5 - Alternative Service Type Selection

4. Select the check box next to the desired alternate service or services that were provided, or to check all the boxes, click on the check box next to the 'Alternate Service Types' at the top left of the list.
5. Select **Save**

6. A confirmation window will display, select **OK**.

Alternate Service saved successfully.

OK

Figure 6 - Confirmation message

Once the alternative service circle is selected, the icon will change to a star.

Note: If you made no alternative service selections, the star icon will remain until you select the Update button at the bottom of the screen.

7. Continue completing your invoice by selecting checkmarks and completing alternative services as needed.
8. Select the **"Full Month" checkbox** to the right of the calendar. You must complete this for the monthly rate dollar amount to populate to the invoice.
9. Select **Update** to save the calendar and refresh the page **OR** select **Update Next** to save and be taken to the next invoice detail line.
10. Continue to complete the invoice.
    Once the invoice is completely updated, you can check your alternative services selections by navigating to the Reports tab and pulling up the Alternative Services reports. Instruction are displayed below.
11. When your invoice is accurate and complete, select the **Submit** button on the Service Provider Billing Details screen.

Note: If a combination of regular services and alternative services were received by the consumer then just select the checkmark for that day. Do not complete an Alternative Service selection on that given day.

Reports
1. Select the Reports Tab
2. Select the drop-down list
3. Select the report you wish to review.

The alternative service reports require the SPN and the Invoice # be input at selection criteria.

Figure 7- Report Viewer

Alternative Service Summary:

The alternative service summary report will display for any invoice regardless of if it has been updated or submitted. The "Days Attended" column will display the total number of days that were selected with checkmarks. The "AS Day Count" will display the number of days where alternative services were selected.

Regional Center   Run Time: 2020-11-24 00:58:46
Alternative Service Summary Report   Page : 1

Vendor #:	H6					Invoice Date:	2020-11-22
Name:	VA-POS VENDOR					Invoice #:	2726265
Address:	FO-POS VENDOR					Service Mnth/Yr:	09/2020
	12 E ST						
	HI 3						

Line #	Client Name	UCI#	Auth #	Service	Sub-Code	Days Attended	AS Day Count
1		57	21142115	510		22	0
2		74	21135739	510		22	0
3		74	21414951	510		22	0
4		68 5	21314428	510		22	0
5		56 6	21187134	510		22	0
6		74	21267771	510		0	0
7		74	21316518	510	NONMO	0	0
8		74	21433079	510	A@DEL	20	14
9		69	21381207	510		22	0

Figure 8 - Alternative Service Summary Report Example

Alternative Service Detail:

The alternative service detail report is only available as a CSV download. The alternative service detail report will only generate for invoices that have alternative services selected. When the report is ready you should see the report at the bottom of the browser window. Please be patient as larger invoices will take some time to create. The report will display a list of all the alternative services selected on a given day. Each alternative service is separated by a semi-colon. At the end of the report the number of days alternative services were provided is given in a count.

RC Name:	Regional	Run Date:	11/24/2020						
Vendor:	H_____								
Name:	VA-POS VENDOR								
	FO-POS VENDOR								
	12_____ FE ST								
	HL____, _____543								

Invoice Date	Invoice #	Service Mnth/Yr							
11/22/2020	2726265	Sep-20							

UCI#	LINE #	Auth #	Service-Code	Sub-Code	Day 7	Day 8	Day 9	Day 10	Day 11	AS Day count
5	1	21142115	510							0
7	2	21135739	510							0
7	3	21414951	510							0
6	4	21314428	510							0
5	5	21187134	510							0
7	6	21267771	510							0
7	7	21316518	510	NONMO						0
7403654	8	21433079	510	A@DEL	Skills training to individuals in consumers household; Svc provided in person at consumers home modified to comply	Educ material supplied by vendor; Skills training to individuals in consumers household; Svc provided in person at consumers home modified to comply	Svc via phone, video or other electronic communication	Svc via phone, video or other electronic communication	Svc provided in person at consumers home modified to comply	14

Figure 9 - Alternative Service Detail Report Example