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March 24, 2020

Subject: State of Emergency Billing

Dear 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 will provide guidance to service providers for State of Emergency (SOE) billing for Alta California Regional Center vendored providers.

When billing for the month of **March 2020**, providers may bill for nonresidential services due to the precautionary measures for COVID-19 or a direct relation to COVID-19. **Service providers must maintain clear documentation that supports the closure of your agency, cancelation of service, and SOE billing in the event of a future audit as all respective Title 17 regulations still apply. To justify billing for absences, providers must retain documentation showing they are continuing to pay staff at their regular wages and benefits.** If your services have been impacted by COVID-19 for the month of **March 2020**, please follow the billing guidance below. If you were not impacted by COVID-19, bill as you normally would. Please review the Directives from the Department of Developmental Services related to State of Emergency billing and operations located at <https://www.dds.ca.gov/rc/regional-center-directives/>.

#### **Residential Care Facility Providers**

In the event that additional hours were needed to assist persons served due to COVID-19, please contact the Service Coordinator for authorization. Please maintain all proper support and documentation to support the increase in hours.

#### **Day Programs, Supported Employment, Community Integration and Work Activity Programs**

If impacted by COVID-19, follow these steps to bill for SOE related absences:

1. Calculate the actual attendance for March. (Example = 100)
2. Calculate the absences in March due to COVID-19. (Example = 35)
3. Calculate the total absences during the 12-month period (*if operating less than 12 months, use the number of months you have been operating*) prior to March. (Example = 36)
4. Divide the 12-month total absences (from Step 3) by 12. This provides the average monthly absences for this 12-month period. (Example =  $36/12=3$ )
5. Take the absences due to COVID-19 (from Step 2) and subtract the average monthly absences (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). (Example =  $35-3= 32$ )

6. Bill for the actual attendance during March (from Step 1) plus the difference between the absences due to COVID-19 and the average monthly absences (Step 5). (100+32 =132)
7. Maintain all proper support and documentation to support your calculations and billings.

**For those billing for absences, you must provide your calculation via email to [POS@altaregional.org](mailto:POS@altaregional.org).**

**Use this format:**

Vendor #	(Step 1) Actual attendance for March	(Step 2) Absences in March due to COVID-19	(Step 3) Total absences in the last 12 months	(Step 4) Total 12 month absences divided by 12	(Step 5) Step 2 minus Step 4	(Step 6) Step 1 plus Step 5
<b>Example</b> HA1234	100	35	36	3	32	132

### **Transportation Providers**

See instructions above for day programs

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

You may bill for visits that were canceled due to COVID-19.

Bill the average monthly billable number of hours per client. Calculate the average monthly billable number of hours during the 12-month period prior to March 1, 2020 by calculating the total number of billable hours for that period and dividing by 12.

For service codes 025, 048, 077, 612, 613, 615, 616, 620, 625 and 680, the Parental Verification Form should include the statement “Billing average monthly billable hours as outlined in State of Emergency declaration.”

### **Supported Living Services and Independent Living Services**

In the event that additional hours were needed to assist persons served due to COVID-19, please contact the Service Coordinator for authorization. Please maintain all proper support and documentation to support the increase in hours.

### **Additional Program Support**

In the event that additional hours were needed to assist clients in residential care facilities, day programs or other services that were displaced and/or needed additional assistance, please contact the Service Coordinator for authorization.

### **ALL OTHER PROVIDERS INCLUDING RESPITE**

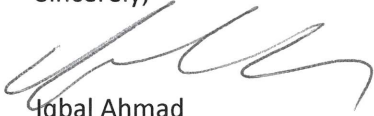
If client services were canceled due to COVID-19, bill the average monthly billable number of hours per client. Calculate the average monthly billable number of hours during the 12-month period prior to March 1, 2020 by calculating the total number of billable hours during that period and dividing by 12.

If additional services were provided due to COVID-19, bill for the actual service hours provided. Please contact the Service Coordinator for authorization.

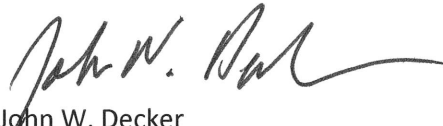
For all providers billing services under this State of Emergency declaration, please enter a comment in eBilling in the Comments Log that states, "Billing as outlined in State of Emergency". This guidance is subject to change based on direction from the State of California.

Thank you for taking precautionary measures and assisting our persons served to remain safe and healthy during this critical time. If you have any SOE billing questions, please email [POS@altaregional.org](mailto:POS@altaregional.org).

Sincerely,



Iqbal Ahmad  
Chief Financial Officer



John W. Decker  
Director of Community Services & Supports