



INLAND REGIONAL CENTER

Enhancing Lives

...valuing independence, inclusion and empowerment

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April 30, 2020

RE: State of Emergency due to COVID-19 – **UPDATES HIGHLIGHTED IN BLUE** (items in yellow highlight was for the update in the April 13, 2020 letter)

Dear Service Providers:

On March 4, 2020, Governor Newsome declared a State of Emergency (SOE) due to the global COVID-19 (Coronavirus) pandemic. On March 12, 2020, Inland Regional Center (IRC) received the attached State of Emergency notification from the Department of Developmental Services (DDS). As a result of this SOE declaration, DDS is authorizing the Regional Centers, pursuant to Title 17 CCR §54326(a)(11), to pay vendors for absences that are the direct result of the COVID-19 outbreak in California. This SOE authorization was approved for consumer absences for non-residential services only. **“Non-residential 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.”** IRC has determined that the 12-month period is from March 1, 2019 through February 29, 2020.

On April 15, 2020, DDS issued additional directives to regional centers regarding payments to residential facilities as follows:

“The Department hereby modifies any requirements of the Lanterman Act or Title 17 regarding payments to a residential facility when a consumer is temporarily absent. If the temporary absence from the facility is for the purpose of preventing or minimizing the risk of exposure to COVID-19 and the regional center is in agreement that the absence is related to this purpose, the regional center shall continue to pay the established rate as long as no other consumer occupies the vacancy or until it is determined the consumer will not return to the facility and the facility retains and continues to pay staff during this time. Any claims made for these absences are subject to audit and review.”

“This modification is necessary to allow providers to receive payment when absences are due to preventing or minimizing the risk of exposure to COVID-19.”

When billing for the month/s under the SOE, providers/vendors may bill for services and/or appointments that were not provided due to the precautionary measures for COVID-19 or are a

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direct result of the COVID-19 outbreak and you have paid your workers for such absences. All of our providers/vendors covered by this SOE must keep and maintain very clear documentation that supports the closure of your agency, cancellation of services and proof of payment to your workers, such as payroll records and SOE billings, for future audit purposes.

Please follow the billing guidance below:

Residential Services (Service Codes 096, 113, 114, 899, 900, 902, 903, 904, 905, 910, 915, 920, 925):

- Contact your Service Coordinator and QA Liaison for details and guidance for service authorization and billing for absences in excess of 14 days due to COVID-19.

Community Integration (Service Code 055); Day Programs (Service Codes 505, 510, 515); Work Activity Program (Service Code 954); Transportation Service (Service Codes 425, 470, 880, 890):

- Follow these steps to bill for daily COVID-19 related absences:
 1. Calculate the actual attendance for the month.
 2. Calculate the absences in the month due to COVID-19.
 3. Calculate the total absences for 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 will give you the average monthly absences for this 12-month period.
 5. Take the absences due to COVID-19 (from step #2) and subtract the average monthly absences from 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. Do not put the lump sum number of days on the last day of the month when billing for COVID-19 absences. Your rate is a daily rate, therefore, the number of days on the e-billing attendance cannot exceed "1" unit per day.
 7. Do not bill in excess of what a consumer is authorized for, e.g., if a consumer is only authorized to attend the day program for 3 days per week, you cannot bill for 5 days per week of COVID-19 absences.

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Illustrative Example for Day Program (this is only an example, all the numbers used are hypothetical):

Step 1:	April 2020 actual attendance at the day program	0
Step 2:	COVID-19 related absences from April 1-30, 2020	22
Step 3:	Total days of absences from March 1, 2019 to February 29, 2020	36
Step 4:	Average monthly absences from March 1, 2019 to February 29, 2020, step #3 divided by 12 ($36/12 = 3$)	3
Step 5:	Billable absences due to COVID-19, step #2 minus step #4 ($22-3 = 19$)	19

Transportation Service (Service Codes 875, 880)

- Follow these steps to bill for daily miles COVID-19 related absences:
 1. Calculate the actual attendance to the day program for the month then multiply by the actual transportation mileage.
 2. Calculate the absences from the day program in the month due to COVID-19 then multiply by the actual transportation mileage.
 3. Calculate the total absences for the 12-month period of March 1, 2019 through February 29, 2020 then multiply by the actual transportation mileage.
 4. Divide the 12-month total absences (from step #3) by 12. This will give you the average monthly absences for this 12-month period.
 5. Take the absences due to COVID-19 (from step #2) and subtract the average monthly absences from 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 daily absence transportation mileage for the month by dividing the total billable miles for the month (from Step #5) by the number of possible day program absences (from step #2) rounded to the nearest whole number.
 7. Do not put the lump sum number of miles on the last day of the month when billing for COVID-19 absences. Your daily mileage billing cannot exceed the daily mileage authorized per consumer.
 8. Do not bill in excess of what a consumer is authorized for, e.g., if a consumer is only authorized to attend the day program for 3 days per week, you cannot bill 5 days per week of transportation absence due to COVID-19.

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Illustrative Example for Transportation Actual Miles (this is only an example, all the numbers used are hypothetical, and assuming that consumer is transported at 20 roundtrip miles per day):

Step 1:	April 2020 actual attendance at the day program	0
Step 2:	COVID-19 related absences from April 1-30, 2020	22 days
Step 3:	Total days of absences from March 1, 2019 to February 29, 2020	36 days
Step 4:	Average monthly absences from March 1, 2019 to February 29, 2020, step #3 divided by 12 ($36/12 = 3$)	3 days
Step 5:	Billable absences due to COVID-19, step #2 minus step #4 ($22-3 = 19$)	19 days
Step 6:	Total billable miles for absences due to COVID-19, step #5 multiplied by 20 R/T miles per day = 380 total R/T miles (19 days X 20 R/T miles = 380 R/T miles)	380 R/T miles for the month
Step 7:	Absence billing per day for 19 days, step #6 divided by step # 5 ($380/19 = 20$ R/T miles per day)	20 R/T miles per day

Early Start Vendors (Service Code 805); Behavioral Services (Service Codes 025, 048, 077, 102, 612, 613, 615, 616, 620, 625, 680); Physical Therapy, Speech Therapy, and/or Occupational Therapy (Service Codes 116, 707, 772, 773):

- Follow these steps to bill for COVID-19 related absences:
 1. Calculate the monthly billed hours per consumer from March 1, 2019 through February 29, 2020.
 2. Divide the 12-month total hours (from step #1) by 12. This will give you the average monthly hours for this 12-month period.
 3. Bill IRC the average monthly billable number of hours per consumer (from step #2) OR the actual number of hours provided to the consumer prior to COVID-19 closure whichever is higher as long as you do not exceed the monthly authorized hours.
 4. Do not put the lump sum number of hours on the last day of the month when billing for COVID-19 absences. The number of hours that you are billing for cannot exceed the daily or weekly hours authorized per consumer.

***** Note: For Service Codes 017, 025, 048, 077, 102, 612, 613, 615, 616, 620, 625, and 680:**

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- Parental Verification Form, DS 5862 is required when billing for services. This is in accordance to WIC §4686.31(a)(3): *“The vendor shall submit the completed forms to the regional center together with the vendor’s invoices for the services provided”*.
- Parental or legal guardian’s signature may not be required for:
 1. Services that were rendered to the consumer via teleservice. You shall indicate in the DS 5862: *“Teleservice/s rendered to the consumer in lieu of direct face-to-face service/s due to COVID-19, and we are unable to obtain parent/legal guardian signature”*.
 2. SOE absences billing. For COVID-19 absence billing, the Parental Verification Form, DS 5862 shall include the statement: *“Billing average monthly billable hours as outlined in the State of Emergency declaration due to COVID-19”* and indicate the dates of cancelled services in the DS 5862 form.

Illustrative Example for Early Start Services (this is only an example, all the numbers used are hypothetical):

Step 1:	Monthly billed hours per consumer from March 1, 2019 through February 29, 2020	96
Step 2:	Divide the hours from Step #1 by 12 ($96/12 = 8$ hours per month), this will be your average monthly billed hours	8
Step 3:	Bill IRC the average monthly hours OR actual number of hours rendered to the consumer whichever is higher	8

Supported Living Services and Independent Living Services (Service Codes 520, 894, 896); Supported Employment (Service Codes 950, 952):

- Follow these steps to bill for COVID-19 related absences:
 1. Calculate the monthly billed hours per consumer from March 1, 2019 through February 29, 2020.
 2. Divide the 12-month total hours (from step #1) by 12. This will give you the average monthly hours for this 12-month period.
 3. Bill IRC the average monthly billable number of hours per consumer (from step #2) OR the actual number of hours provided to the consumer prior to COVID-19 closure whichever is higher as long as you do not exceed the monthly authorized hours.

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4. Do not put the lump sum number of hours on the last day of the month when billing for COVID-19 absences. The number of hours that you are billing for cannot exceed the daily, weekly, or monthly hours authorized per consumer. Do not bill for more than 24 hours per day in e-billing attendance.
5. For SOE absences billing with timecards, you shall indicate in the timecard: *"Billing average monthly billable hours as outlined in the State of Emergency declaration due to COVID-19"* and indicate the dates of cancelled services in the timecard.

Illustrative Example for Supported Living Services (this is only an example, all the numbers used are hypothetical):

Step 1:	Monthly billed hours per consumer from March 1, 2019 through February 29, 2020	288
Step 2:	Divide the hours from Step #1 by 12 ($288/12 = 8$ hours per month), this will be your average monthly billed hours	24
Step 3:	Bill IRC the average monthly hours OR actual number of hours rendered to the consumer whichever is higher	24

Additional Program Support (Service Codes 109, 110, 111):

- In the event that additional hours were needed to assist consumers in residential care facilities, day programs, or other services that were displaced and/or needed additional assistance, please contact your IRC Liaison for guidance and details.

Respite (Service Codes 420, 854, 862, and 864) and all other providers (all other service codes not listed above):

- Follow the steps below to bill for COVID-19 related absences:
 1. Calculate the monthly billed hours for the consumer from March 1, 2019 through February 29, 2020.
 2. Divide the 12-month total hours (from step #1) by 12. This will give you the average monthly hours for this 12-month period.
 3. Bill IRC the average monthly billable number of hours for the consumer (from step #2) OR the actual number of hours provided to the consumer

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prior to COVID-19 closure whichever is higher as long as you do not exceed the monthly authorized hours.

4. Do not put the lump sum number of hours on the last day of the month when billing for COVID-19 absences. The number of hours that you are billing for cannot exceed the daily, weekly, or monthly hours authorized per consumer. Do not bill for more than 24 hours per day in e-billing attendance.
5. For SOE absences billing, you shall indicate in the timecard: *"Billing average monthly billable hours as outlined in the State of Emergency declaration due to COVID-19"* and indicate the dates of cancelled services in the timecard.

Illustrative Example for Respite Services (this is only an example, all the numbers used are hypothetical):

Step 1:	Monthly billed hours per consumer from March 1, 2019 through February 29, 2020	360
Step 2:	Divide the hours from Step #1 by 12 ($288/12 = 8$ hours per month), this will be your average monthly billed hours	30
Step 3:	Bill IRC the average monthly hours OR actual number of hours rendered to the consumer whichever is higher	30

***** Note: For respite Preferred Provider Service (PPS) vendors, we are encouraging you to continue to allow the PPS workers to provide services to our consumers.**

***** For Authorizations and Payments Related to COVID-19:**

- Any additional or new services (respite, personal supports, supported living services, etc.) rendered to consumers due to COVID-19 will be authorized as new, time-limited service/s, and will be assigned a sub-code "C19". The "C19" in the sub-code is IRC's identifier for COVID-19 related services and expenditures. **Any services with "C19" shall be actual services rendered to the consumer and are not SOE absences billing.**
- **Example Only:** A family is currently authorized 30 hours of PPS respite per month, that authorization will not change. Family requested additional 20 hours per month of PPS respite due to COVID-19. The additional 20 hours will be authorized as a new service and will have a

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service code of 862, sub-code of C19P1. **A separate invoice will be issued for the 20 additional hours.**

- ❖ The vendor shall not bill for the 20 additional hours of respite with “C19” sub-code unless the respite service was actually provided to the family. Timecard for these additional hours must be separate from the regular hours rendered.

***** FOR SERVICES WITH ATTACHED MILEAGE, DO NOT BILL FOR MILEAGE UNLESS THE SERVICE WAS ACTUALLY PROVIDED/RENDERED TO THE CONSUMER. *****

For all vendors/providers who are going to bill absences based on previous 12 months average units due to the SOE declaration related to COVID-19, please enter the following comments under the first consumer line in e-billing: ***“Billing as outlined in State of Emergency due to COVID-19 and closure date of our agency was effective _____” (for those services that are closed due to COVID-19, e.g. day program)***.

In the EDIT billing mode, click on the ‘**Comment**’ bubble.

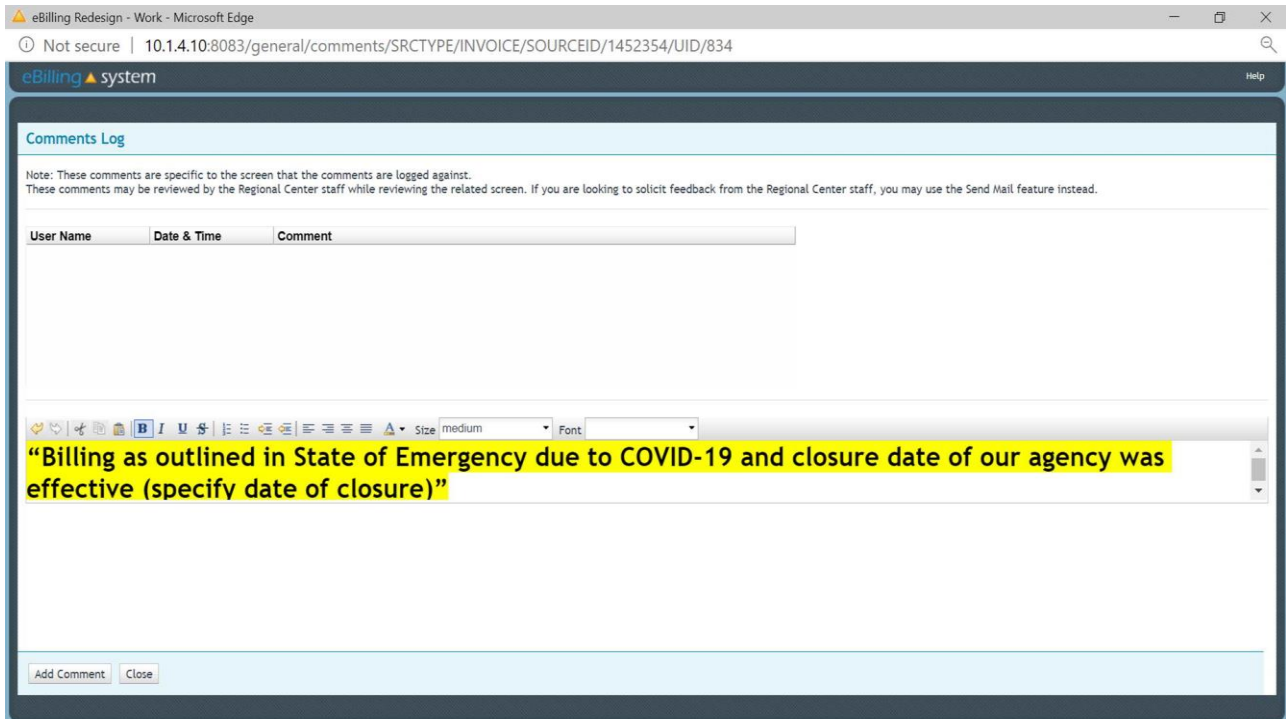


Enter the comment: ***“Billing as outlined in State of Emergency due to COVID-19 and closure date of our agency was effective _____” (for those services that are closed due to COVID-19, e.g. day program)*** then click on Add Comment.

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This will help us identify that you are billing specifically for the SOE due to COVID-19 instead of the regular billing. We hope this clarification is helpful.

We sincerely thank you for your continued efforts, for taking precautionary measures, and for ensuring that our consumers remain safe, healthy, and well during these difficult times. If you have any questions, please direct them to: askpos@inlandrc.org.

Sincerely,

Merissa Steuerwer, CFO
Inland Regional Center