



Update: STATE OF EMERGENCY (SOE) BILLING HAS BEEN EXTENDED THROUGH APRIL 2020.

March 18, 2020

Re: State of Emergency Billing

Dear Vendor Community,

On March 4, 2020, the Governor declared a State of Emergency as a result of the COVID-19 outbreak. Regional Center of the East Bay received the approved 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 Regulation, CCR §54326(a)(11), allows the Regional Center to pay vendors of nonresidential services for absences that are the direct result of ‘situations and/or occurrences for which a State of Emergency has been declared by the Governor’.

When billing for the month of **March 2020**, vendors may bill for services and/or appointments that were not provided due to the precautionary measures for COVID-19 or a direct relation to COVID-19. We highly recommend that our vendors keep clear documentation that supports the closure of your agency, cancellation of service, and SOE billing in the event of a future audit. Below we have provided guidance for your March 2020 SOE billing. Future SOE billing will be determined on a month-to-month basis as more information becomes available.

Residential Services (service code 096, 113, 114, 905, 910, 915, 920, 925):

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

Day Programs, Supported Employment, Community Integration, and Transportation (service code 055, 505, 510, 515, 525, 875, 950, 952, 880 and 875):

- Follow these steps to bill for SOE related absences:
 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. (Make sure to round 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).

Supported Living Services and Independent Living Services (service code 520, 894 and 896):

- If client services were canceled due to the SOE, bill the average monthly billable number of hours per client. Calculate the average monthly billable number of hours during March 1, 2019 through February 29, 2020 by calculating the total number of billable hours during that period and divide by 12.
- You will bill the hours provided. Please keep in mind, each hour billed is for 1:1. If there were 1:2 shared hours, they should be billed to each client as .50 for each 1:2 staffed hour. If there were 1:3 shared hours, they should be billed to each client as .33 for each 1:3 staffed hour.
- In the event that additional hours were needed to assist clients that were unable to attend work or their day program, and/or needed additional assistance, please contact the Case Manager regarding a purchase of service to cover the additional hours needed to support client needs.


Early Start Vendors, including Behavioral Services, Physical Therapy, Speech Therapy, and/or Occupational Therapy (service code 116):

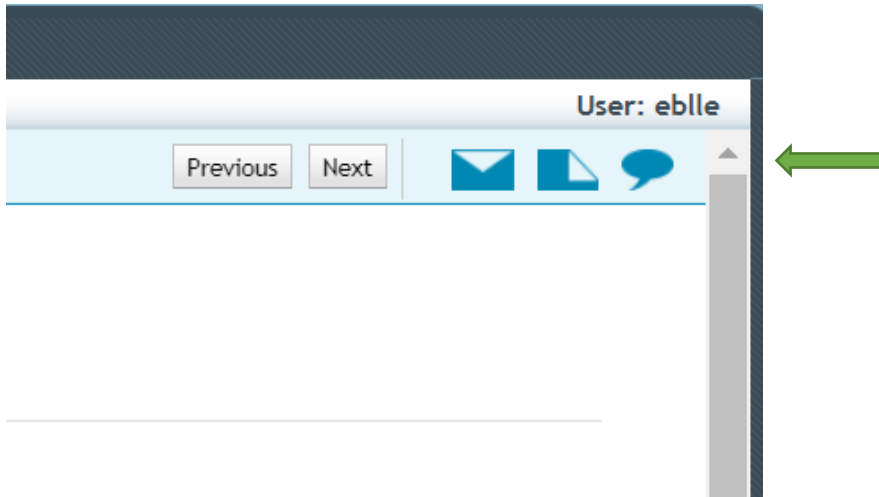
- You may bill for visits that were canceled due to COVID-19.
- For behavioral services only, the Parental Verification form should indicate 'Billing average billable hours as outlined in State of Emergency (SOE) declaration.'

All other vendors:

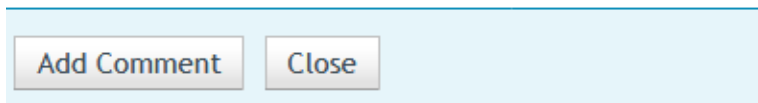
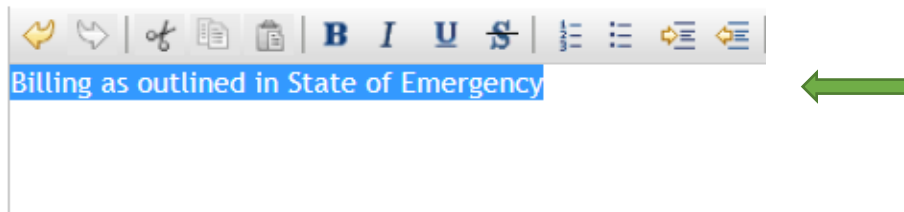
- Bill your scheduled number of hours/units provided per client. If you were unable to provide services due to COVID-19, you may bill the average hours that would have normally been provided.

For all vendors billing services under this SOE declaration, please enter a comment under the first consumer line.

In the EDIT billing mode, click on the 'Comment' bubble 



Enter a comment that states 'Billing as outlined in State of Emergency' - click on Add Comment.



This will provide an audit trail for the Department of Developmental Services for future audit. We hope this clarification is helpful.

If you have any questions, please direct them to your assigned POS billing clerk. For more information that is not addressed in this document, please refer to RCEB website. We will update regularly as information become available.

Thank you for providing services and assisting our clients during this critical time. We will all need to work together and can get through it all.

Regards,

Lynn Nguyen
Chief Financial Officer