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Member of the Association  
of Regional Center Agencies



STAY CONNECTED

March 31, 2020

Dear Service Provider,

On March 4, 2020, the Governor declared a State of Emergency as a result of the COVID-19 outbreak. On March 13, 2020, San Andreas Regional Center received the approved State of Emergency (SOE) notification from the Department of Developmental Services. Please note, the regulation cited, CCR §54326(a)(11), allows the Regional Center to pay vendors for absences that are the direct result of 'situations and/or occurrences for which a State of Emergency has been declared by the Governor.' This SOE was approved for consumer absences for **nonresidential services only**. This declaration does not apply to one time services that can be cancelled prior to the use of services.

On March 17, 2020 the counties of Santa Clara and Santa Cruz declared a Shelter in Place order and on March 18, 2020, the counties of Monterey and San Benito followed suite. This resulted in the temporary suspension of services for many day programs and other programs. At this time, the State of California has also declared a statewide Shelter in Place without a definitive end date. Program that suspended services prior to the Shelter in Place order for their county will not be able to bill for the day(s) they were closed prior to the date of their county's shelter in place order.

On March 18, 2020, the Department of Developmental Services provided a directive regarding providers that can provide services remotely or in alternate locations. Programs that are providing remote services or services in an alternate location should be in communication with the Community Service department prior to providing such services.

When submitting SOE billing, vendors may bill for services and/or appointments that were not provided due to circumstances or occurrences related to COVID-19. We highly recommend that our vendors keep clear documentation that supports SOE billing in the event of a future audit. These guidelines will stay in effect until SARC receives notification from DDS that changes these billing instructions. Below we have provided guidance for your SOE service billing.

**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.

**"Consumers First Through Service, Advocacy, Respect and Choice"**

Serving Persons with Developmental Disabilities

- If you have individuals that are sheltering in place with family during this time, please connect with the Service Coordinator to discuss the information needed to request a bed hold.

**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.
  2. Calculate the absences in the month due to the SOE.
  3. Calculate the total absences during the 12-month period (i.e. 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 the 12-month period (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 the 12-month period (from step 5).
- Note, scheduled absences due to vacation, hospitalization, etc. should be treated as regular absences.

**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 the 12-month period (i.e. 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 Service Coordinator to request authorization 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):**

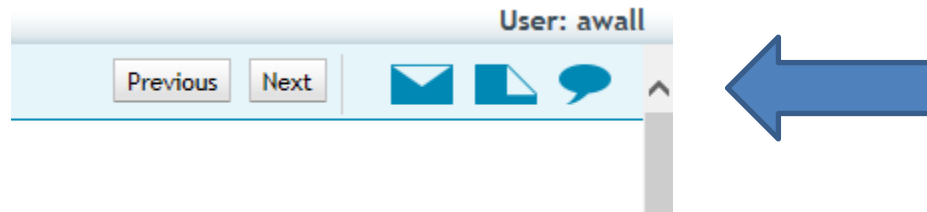
- You may bill for visits, including cancelations that meet the criteria outlined in the SOE. Please reference SOE when billing for these cancelled visits/meetings.
- The Parental Verification form should indicate 'Billing average billable hours as outlined in State of Emergency (SOE) declaration.'

**All other vendors:**

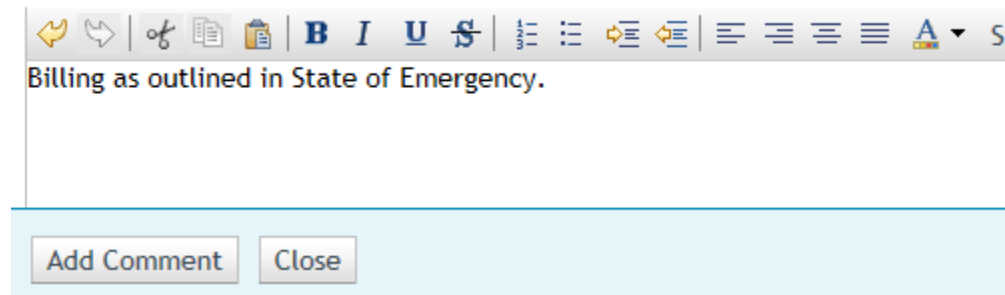
- Bill your scheduled number of hours/units provided per client. If you were unable to provide services due to COVID-19, you may bill the average hours that would have normally been provided.

**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



1. Please enter a comment using the following language based on the
  - Absences/Cancellation: Absence billing as outlined in State of Emergency
  - Suspension of program/temporary program closure: Program closure as outlined in State of Emergency
  - Remote: Remote Services as outlined in DDS Directive
  - Alternate Location: Alternate location as outlined in DDS Directive
2. Click on Add Comment



This will provide an audit trail for the Department of Developmental Services for future audit.

If you have any questions, please direct them to [eattendance@sarc.org](mailto:eattendance@sarc.org).

Regards,

Greg Hoffman  
Chief Financial Officer