

Alternative Nonresidential Services During COVID-19

Vendor Advisory Committee

September 8, 2020

Retainer (absence) payments to providers
of nonresidential services ended on
August 31, 2020

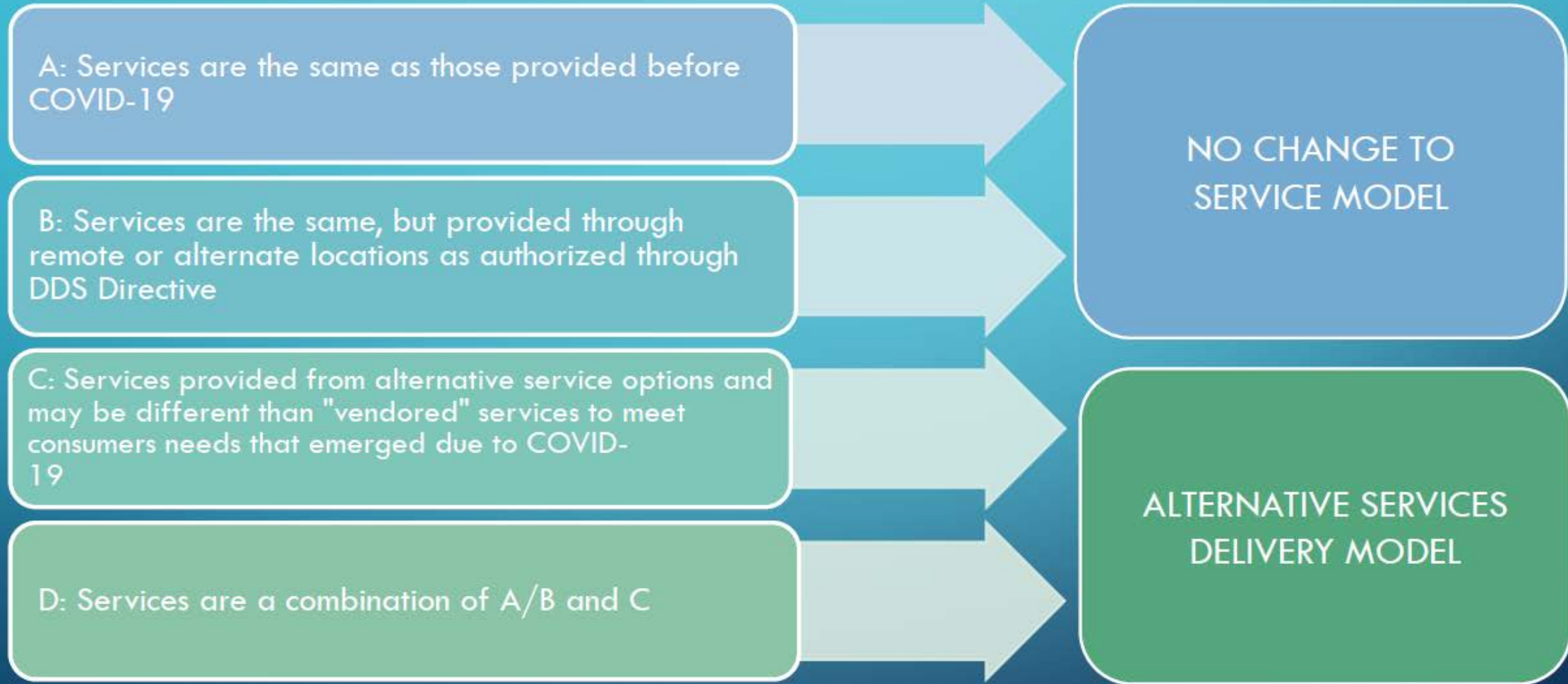
Traditional services continue if

Services are the same as those provided before COVID-19 or

Services are the same, but provided through remote or alternate locations as authorized through DDS Directive

The next slide is from the DDS Town
Hall presentation on Alternative
Delivery of Nonresidential Services on
August 28, 2020

SERVICE DELIVERY OPTIONS



Information on slides 7 to 16, from the
DDS Directive 01-83120, Policies and
Procedures for Utilizing Alternative
Nonresidential During the COVID-19 State
of Emergency on August 31, 2020

Please note that DDS continues to use “consumer” instead
of the more person-centered “person served”

Alternative delivery of nonresidential services includes

- a. Supports related to minimizing the exposure to or impact of COVID-19 on the consumer
- b. Completion of an individual assessment of skills, preferences, and service needs for the consumer
- c. Completion of an individualized service plan to provide needed services for the consumer
- d. Alternative services delivered to the consumer via telephone, video or other electronic communication
- e. Delivery of supplies or other items to the consumer's home needed to provide services or supports
- f. Use of self-guided training and educational materials supplied to the consumer by the vendor intended to support the consumer's service

Alternative delivery of nonresidential services includes (continued)

- g. Skills training to individuals within the consumer's household who are specifically designated to support the consumer
- h. Alternative services provided in-person at the consumer's home, in a community setting, or at a provider's facility, modified to comply with the most protective state or local COVID-19 safety guidelines in effect at the time the service is to be delivered
 - Provider staff must be trained on COVID-19 safety precautions prior to the delivery of in-person services
- i. Supports for transition to the Self-Determination Program and
- j. Other modifications to nonresidential services that are approved by the consumer that further or achieve his or her service needs

Alternative delivery of nonresidential services shall be permitted where the provider certifies in writing to the regional center prior to seeking reimbursement, that:

Certification Requirement

- a. The provider has engaged consumers about their need for and interest in Alternative Services as an option
- b. The provider has advised consumers of the specific steps they can take if they disagree with the Alternative Services offered by the provider
- c. The provider has or will prepare an individual service plan that specifies the Alternative Services identified through the consumer engagement
- d. The provider has trained staff on COVID-19 safety precautions prior to the delivery of in-person services
- e. The provider will continue to comply with the most protective state or local COVID-19 safety guidelines in effect at the time in-person services are to be delivered

Certification Requirement (continued)

- f. The provider will maintain a specified phone number and email address and be responsive during the time services are being provided
- g. The provider will maintain documentation of services provided as required by Title 17 section 54326(a)(3)
- h. The provider will maintain staff to provide services and
- i. The provider will identify one or more of the Alternative Services to be offered

Certification must be provided to the regional center prior to submitting the first claims for each vendorization that includes provision of Alternative Services. The provider shall update the certification only if there are changes to the Alternative Services offered prior to submitting claims.

Reporting Requirement

On or before the fifth day of each month the provider shall submit to the regional center a written report for each vendorization of the Alternative Services provided for the prior month.

This requirement applies to any provider that provides Alternative Services to one or more consumers. The initial report, covering the period of September 1, 2020 through October 31, 2020, shall be submitted by November 5, 2020. Each report shall include, but not be limited to:

- a. The total number of consumers with service authorizations.
- b. The number of consumers with service authorizations for traditional services.
 1. The number of consumers who received traditional services.
 2. The number of consumers who did not receive traditional services.
- c. The number of consumers with service authorizations for Alternative Services.
 1. The number of consumers who received Alternative Services.
 2. The number of consumers who did not receive Alternative Services.
 3. The number of consumers who received each type of Alternative Service.
 4. For each consumer, the number of days an Alternative Service was received.
- d. The provider's verification of compliance with the most protective state or local COVID-19 safety guidelines in effect at the time in-person services were delivered.

Rates effective November 1, 2020

Prior to November 1, 2020, providers will be notified of the monthly rate for Alternative Services, along with the data and methodology used for the calculation.

For vendorizations prior to March 2020, the monthly unit rate calculated by the Department shall use the following methodology:

- a. Taking the total amount billed over the 12 months ending February 2020, divided by the total number of consumer months of service during the 12 month period.
- b. The total number of consumer months of service is the sum of the number of consumers receiving services each month during the 12 months ending February 2020.
- c. Rate calculations shall only include months in which reimbursement to the provider for a consumer is greater than zero.
- d. The calculation shall include adjustments for rate changes that occurred during or subsequent to the 12 months ending February 2020.

Billing for September and October 2020

- a. 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
- b. Providers shall not submit reimbursement claims for consumers who did not receive services

Billing for November 2020 and subsequent months

- a. The monthly unit rate will be uniform for all consumers served by the provider within each vendorization
- b. Providers shall use the monthly unit rate for each consumer who received Alternative Services
- c. Providers shall not submit reimbursement claims for consumers who did not receive services

Transportation

OCTA will need advance notice when programs open for traditional services and need transportation

Ancillary Day Program Authorizations

If Alternative Services day program services are authorized, effective October 31, 2020, RCOC will cancel authorizations for these services:

- Service Code 110, Supplemental Day Service Program Support
- Service Code 880, Transportation Additional – Component
- Service Code 882, Transportation Assistant

If traditional day program services are provided (in the same manner as prior to COVID-19),

- This information must be included in the individual service plan
- No change to 110, 880 and 882 authorizations

Temporary Solution

- Availability of federal funding for retainer payments was time limited
- Federal funding must continue
- Effective November 1, 2020, regional centers will pay the monthly unit rate for each person served who received Alternative Services; at this time, there is no minimum amount of service required to receive the monthly rate
- Alternative Services do not replace the traditional program that parents are used to
- Parents may start shopping for other providers who are able to accommodate on-site services

Non-Day Program Options for Families

- Personal Assistance Worker Administration (PAWA) – those families who have someone who is willing to take the person served out of the home for several hours everyday may choose PAWA
- Respite in lieu of day program

Next Steps

DDS will continue working with stakeholders on next steps, including but not limited to:

- Monthly reporting requirements
- Identifying additional accountability and outcome measures
- Developing, posting and updating Frequently Asked Questions (FAQs) on its website
- Rolling out the Family Member and Self-Advocate Engagement Guide
- Technical Assistance and Training
- Ongoing evaluation of Alternative Services