



Alternative Nonresidential Services Frequently Asked Questions

Please review the Alternative Nonresidential Services PowerPoint presentation presented to the Vendor Advisory Committee on September 8, 2020, available at the following link <https://www.rcocdd.com/wp-content/uploads/serviceproviders/resources/Alternative-Non-Residential-Services-VAC-Presentation-09082020.pdf>.

ABSENCE BILLING ENDED AUGUST 31, 2020.

The Department of Developmental Services has issued FAQs regarding Alternative Services that are available at <https://dds.ca.gov/corona-virus-information-and-resources/>.

Important: If a person served does not receive Alternative Services on or after September 1, 2020, providers shall not submit reimbursement claims for Alternative Services.

Q When is the Certification of Alternative Nonresidential Services form due to the regional center?

A The form is due prior to submitting an invoice to the regional center. If Alternative Nonresidential Services are provided in the month of September, the form is due before the provider's invoice is submitted to the regional center in October.

Q To whom do I submit the Certification of Alternative Nonresidential Services form?

A Submit the form to accounting@rcocdd.com.

Q Do providers have to offer Alternative Services?

A No. Alternative Services are optional. Traditional services are preferable.

Q Do persons served/families have to accept Alternative Services?

A No. If traditional services are not available and they do not want Alternative Services from the vendor authorized currently, families will have options for other services with other vendors.

Q If a provider offers services via the traditional model, do they have to submit any documentation?

A No. There is no change for providers that have continued or will continue to provide services via the traditional model (face-to-face, via telehealth/remote or at an alternative location). If a provider offers both alternative and traditional services, please follow the instructions in the DDS Directive regarding alternative services available at https://www.dds.ca.gov/wp-content/uploads/2020/09/DDSDirective_Policies-ProceduresAlternativeNonresidentialServices_08312020.pdf.

Q If I provide Alternative Services on or after November 1, 2020, what do I need to do to be paid the monthly rate?

A If a person served has agreed to receive Alternative Services, RCOC must be notified in order for the authorization to be changed to a monthly rate. Please see the DDS Directive regarding

alternative services available at https://www.dds.ca.gov/wp-content/uploads/2020/09/DDSDirective_Policies-ProceduresAlternativeNonresidentialServices_08312020.pdf.

- Q If I provide alternative services for the day program, can I also provide alternative services for ancillary day program services, e.g., 110 Supplemental Day Service Program Support, 880 Transportation – Additional Component and 882 Transportation Assistant?
- A During September and October 2020, vendors may bill alternative services for ancillary services as long as the alternative service provided is not the same for all of the authorized services. In other words, the day program could be *c. Completion of an individualized service plan to provide needed services for the consumer*; day program support could be *b. Completion of an individual assessment of skills, preferences, and service needs for the consumer*; transportation – additional component could be *e. Delivery of supplies or other items to the consumer’s home needed to provide services or supports*; transportation assistant could be *a. Supports related to minimizing the exposure to or impact of COVID-19 on the consumer*.

Alternative services must be person-centered, meaningful and meet the needs of each person served. The vendor focus should be on providing the maximum amount of service that is possible during COVID-19 and not maximizing billing. Public dollars have public strings. You will submit a report on November 5, 2020, which will include the number of consumers who received each type of Alternative Service, and for each consumer, the number of days an Alternative Service was received. Those vendors who did the least can expect additional oversight.

- Q Can I provide Alternative Services if I provide supported living services, service code 896.
- A No. Supported living is considered a residential service.

Updated November 3, 2020

- Q The DDS FAQs state that hours of service do not have to be included on the report that will be due the 5th of each month. Why is RCOC requiring the hours?
- A The DDS report, which is due on the 5th of each month, is separate from the invoice/billing information which is required for payment and auditing purposes. RCOC vendors must complete the Alternative Service Monthly Attendance Sheet for September, ~~and~~ October 2020 [and November 2020](#) services.

Note: FAQs will be updated on an ongoing basis.