



REGIONAL CENTER
OF ORANGE COUNTY

March 18, 2020

To Service Providers:

On March 4, 2020, Governor Gavin Newsom declared a State of Emergency (SOE) for California, as a result of the global COVID-19 outbreak (otherwise being referred to as Coronavirus). This memo will provide guidance to service providers for SOE billing for Orange County.

When billing for the month of March 2020, providers may bill for nonresidential services and/or appointments that were not provided due to the precautionary measures for COVID-19 or a direct relation to COVID-19. Keep documentation that supports the closure of your agency, cancelation of service, and SOE billing.

If your services have been impacted by COVID-19 for the month of March 2020, please follow the billing guidance below. If your services were not impacted by COVID-19, bill as you normally would.

Residential Care Facility Providers (service codes 058, 090, 096, 113, 114, 905, 910, 915, 920, 930 and 935):

Bill for services and report scheduled absences as you normally do.

Day Programs, Supported Employment, Community Integration and Work Activity Programs (service codes 055, 063, 505, 510, 515, 525, 605, 702, 855, 950, 952 and 954):

Follow these steps to bill for SOE related absences:

1. Calculate the actual attendance for March.
2. Calculate the absences in March due to COVID-19.
3. Calculate the total absences during the 12-month period prior to March.
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 COVID-19 (from Step 2) and subtract the average monthly absences (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 actual attendance during March (from Step 1) plus the difference between the absences due to COVID-19 and the average monthly absences (Step 5).

Transportation Providers (service codes 875, 880, 882 and 895):

See instructions above for day programs.

Early Start Vendors, including Behavioral Services, Physical Therapy, Speech Therapy, and/or Occupational Therapy (service code 612, 620, 707, 772, 773, 810 and 805):

Bill the average monthly billable number of hours per person served. Calculate the average monthly billable number of hours during the 12-month period prior to March 1, 2020 by calculating the total number of billable hours for that period and dividing by 12.

For service codes 612 and 620, the Parental Verification Form should include the statement "Billing average monthly billable hours as outlined in State of Emergency declaration."

Independent Living Services (service code 520):

Bill the average monthly billable number of hours per person served. Calculate the average monthly billable number of hours during the 12-month period prior to March 1, 2020 by calculating the total number of billable hours during that period and dividing by 12.

Supported Living Services, Personal Assistance and Additional Program Support (service codes 062, 109, 110, 111, and 896):

In the event that additional hours were needed to assist persons served that were displaced and/or needed additional assistance, please contact the Service Coordinator for authorization.

Respite (service codes 862 and 854) and all other providers (all other service codes not listed above):

If services were canceled due to COVID-19, bill the average monthly billable number of hours per person served. Calculate the average monthly billable number of hours during the 12-month period prior to March 1, 2020 by calculating the total number of billable hours during that period and dividing by 12.

If additional services were provided due to COVID-19, bill for the actual service hours provided. Please contact the Service Coordinator for authorization.

For all providers billing services under this State of Emergency declaration, please enter a comment under the first billed line that states "Billing as outlined in State of Emergency." If the State of Emergency related to COVID-19 continues into April, we will issue a similar billing notice for that month.

Thank you for taking precautionary measures and assisting our persons served to remain safe and healthy during this critical time. If you have any questions, please contact me at (714) 796-5230 or via email at mvasquez@rcocdd.com

Sincerely,



Marta Vasquez
Associate Finance Director