



San Diego Regional Center

Serving Individuals with Developmental Disabilities in San Diego and Imperial Counties

4355 Ruffin Road, San Diego, California 92123 • (858) 576-2996 • www.sdrc.org

March 16, 2020

Dear Service Providers,

On March 4, 2020, Governor Gavin Newsom declared a State of Emergency 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 State of Emergency (SOE) billing for San Diego and Imperial counties.

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. We highly recommend that our providers keep clear documentation that supports the closure of your agency and cancelation of service in the event of a future audit. If your services have been impacted by COVID-19 for the month of **March 2020**, please follow the billing guidance below. If you were not impacted by COVID-19, bill as you normally would.

Residential Care Facility Providers (service codes 113, 114, 905, 910, 915, 920, 925, 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, 505, 510, 515, 525, 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, 885, 890, and 895):

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

East County Office
8760 Cuyamaca St #100
Santee CA 92071
619-596-1000

Imperial County Office
512 W Aten Rd
Imperial CA 92251
760-355-8383

North County Office
5931 Priestly Dr #100
Carlsbad CA 92008
760-736-1200

North Inland Office
15015 Ave of Science #250
San Diego CA 92128
858-924-8700

South County Office
2727 Hoover Ave #100
National City CA 91950
619-336-6600

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

- Bill the average monthly billable number of hours per client. 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 048, 077, 612, 613, 615, 620, 625 and 680, the Parental Verification Form should include the statement “Billing average monthly billable hours as outlined in State of Emergency declaration.”

Supported Living Services and Independent Living Services (service codes 520 and 896):

- Bill the average monthly billable number of hours per client. 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.

Additional Program Support (service codes 109, 110 and 111):

- In the event that additional hours were needed to assist clients in residential care facilities, day programs or other services that were displaced and/or needed additional assistance, please contact the Service Coordinator for authorization.

Respite (service codes 862 and 864) and all other providers (all other service codes not listed above):

- If client services were canceled due to COVID-19, bill the average monthly billable number of hours per client. 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.

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 SOE billing questions, please contact ask.pos@sdrc.org.

Best Regards,



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