

GGRC Guidance on Alternative Nonresidential Services

September 17, 2020

To: Nonresidential Service Providers

This guidance provides information on the process and options for the reimbursement of claims for providing nonresidential services using the Alternative Services delivery approach, aligned with the Department of Developmental Services' ([DDS directive issued on August 31, 2020](#)). **Please note, this directive changes the allowable reimbursement claims starting with billing for September 2020.** Please see page 3 for information on webinar information sessions.

1. Should our service provide Alternative Services or continue providing Traditional Services?

Is your service:

- A. Continuing to provide services in the **same way** you did before the COVID-19 emergency? (The same service described in your program designs/program description with no changes.)
- B. Providing the **same service** that was provided before the COVID-19 emergency **but** remotely or in an alternative (different) location? (Refer to the [DDS directive](#) issued on March 18, 2020.)

*If you answered **YES** to A or B, you may continue to bill in the traditional manner for these "Traditional Services" and do not need to submit an Alternative Services Certification Form (unless you are also providing these "traditional services" in combination with providing Alternative Services, in which case you must follow the Alternative Services requirements below). Please note, that effective September 1, 2020 you may no longer bill for COVID-19 absences. You may only bill for services actually provided*.*

*If you answered **NO** to A and B, you may consider providing Alternative Services during the COVID-19 State of Emergency and will need to follow all requirements in the August 31, 2020 DDS Directive: [Policies and Procedures for Utilizing Alternative Nonresidential Services During the COVID-19 State of Emergency](#) as described below.*

*Please see [GGRC's September billing](#) guidance posted on www.ggrc.org and the e-billing website.

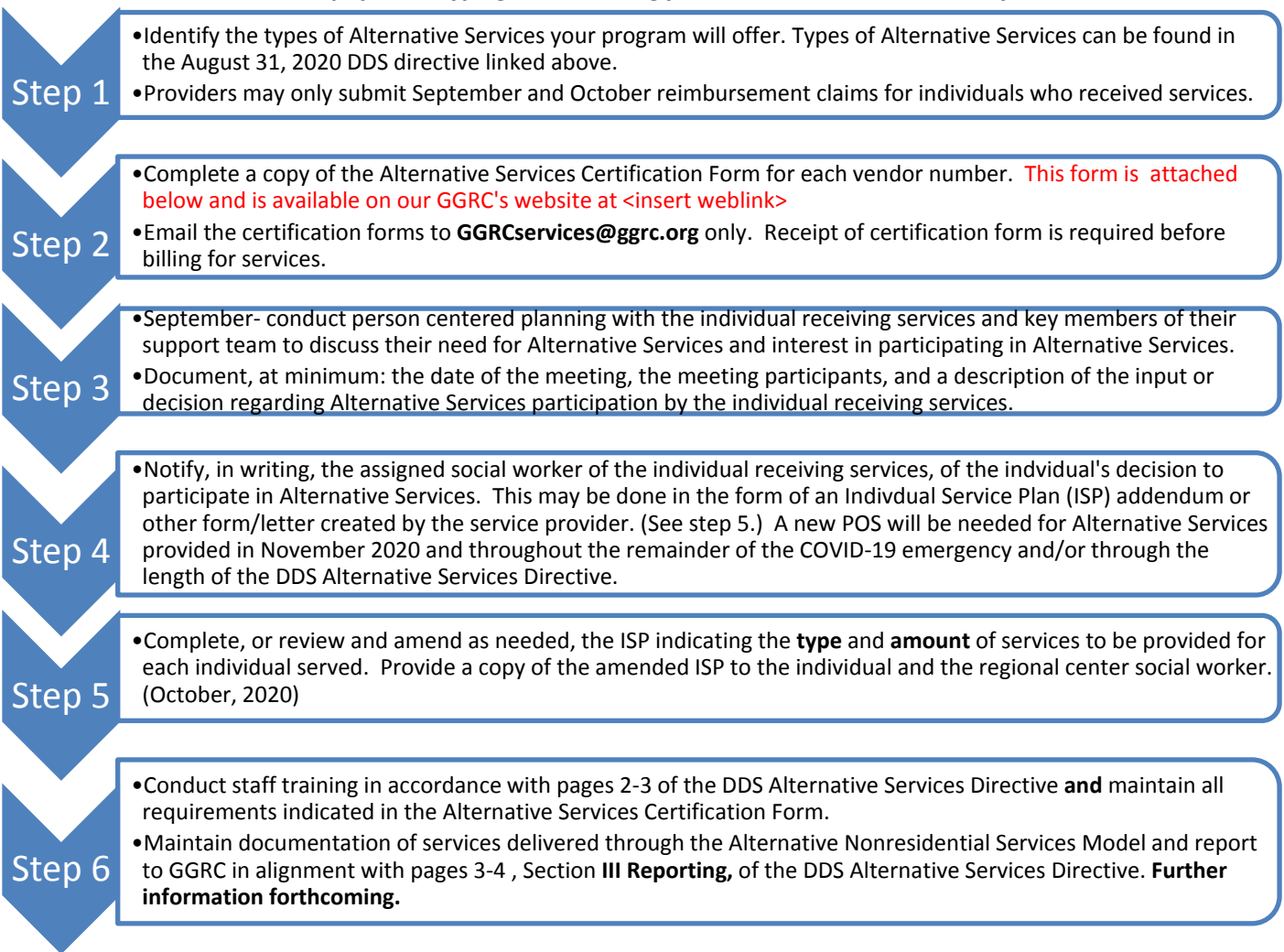
2. What are Alternative Services?

As described in the [DDS directive](#), The Alternative Nonresidential Service Model (or "Alternative Services") may use alternative methods of service delivery to meet the needs of individuals served in a way that is mindful of safety and responsive to each individual's needs. Providers should be creative, resourceful, and make modifications to how existing services are delivered. Alternative services may include but are not limited to:

- providing services through video, phone or other electronic communication (and in a manner different than the services provided before the COVID-19 emergency);
- delivery of supplies or other items to the individual’s home;
- use of self-guided training and education materials provided to the individual;
- skills training to others in the individual’s household who help support the individual receiving services;
- support for transition to the Self Determination Program; or
- other modifications the service provider may identify.

3. Our program needs to provide Alternative Services, what do I do next?

Steps for Certifying and Planning for Alternative Service Delivery



4. When do I start providing Alternative Services?

Service providers should start Alternative Services in September and October while working on the certification process. Service providers must submit the Alternative Services Certification Form prior to billing for Alternative Services provided. Once the certification is submitted, providers will be able to bill for Alternative Services actually provided (no absence billing) in September and October, using existing authorizations and rates. In November and for months following, providers will be assigned a new monthly rate and authorization for Alternative Services. Providers are required to document services provided. Please see GGRC's September billing guidance posted on www.ggrc.org and the e-billing website for reimbursement claims.

5. What reimbursement rate will I receive for the Alternative Services Model?

The Alternative Services Model rate will be calculated in alignment with **Section IV. Service Rates** on page 4 of the DDS Alternative Service Model Directive.

6. How will I know if my Alternative Services certification has been accepted and processed?

Upon emailing certification forms for each applicable vendor number to GGRCservices@ggrc.org, you will receive an email notification that your submitted certification forms are being reviewed by GGRC. Once your certification form has been approved and processed, you will receive a letter by email that will include documentation of the monthly Alternative Services Rate for each applicable vendor number.

7. What type of documentation do I need to maintain?

All reporting must be in accordance with **Section III Reporting** on pages 2-3, of the DDS Alternative Service Model Directive.

Providers will be expected to submit the initial report by November 5, 2020, documenting services provided for the period of from September 1, 2020 to October 31, 2020. **Additional information regarding the reporting submission process, the DDS required reporting format, and any additional monthly reporting requirements are forthcoming.**

8. I still have questions, where can I get additional information?

- A. Register at www.ggrc.org for a GGRC Hosted Webinars focusing on the Nonresidential Alternative Services Model on one the following dates:
 - Monday, September 21, 2020 10:30a-11:30a (*open to all nonresidential providers with additional focus on day services*)
 - Monday, September 21, 2020 3:30p-4:30p (*open to all nonresidential providers*)

- Tuesday, September 22, 2020 9:30a-10:30a (*open to all non-residential with an additional focus on therapeutic related services providers*)
 - Wednesday, September 23, 2020 11:00a-12:00p (*open to all nonresidential providers*)
- B. Participate in the weekly Service Provider Advisory Committee Call – *open to all service providers*. For more information, visit <https://www.connectics.org/providerresources>
- C. Continue to check www.ggrc.org for updated information.