



Golden Gate Regional Center

April 2021 Billing Guidance

- I. **Effective May 1, 2021 Residential Facility Payments when individuals are temporarily absent from the facility for the purpose of preventing or minimizing the risk of exposure to COVID-19 will be deleted from the DDS directive. Please reach out to the individual's Social Worker if you have any questions.**
- II. **Traditional Services provided in person or remote/alternate location, please bill actual attendance. Please keep records/documentation that supports your submitted billings for audit purposes.**
- III. **Alternative Services (other than Transportation and Group Supported Employment)**
 - DDS December 2, 2020 **Guidance regarding Monthly Rates and Applicable Services for Alternative Nonresidential Services.** Please click [here](#).
 - DDS January 27, 2021 **Guidance regarding Reporting requirement for Alternative Nonresidential Services.** Please click [here](#).
 - There's a step by step guide for E-billing (Enclosure A).
 - There's a recorded training video for E-billing Alternative Services. Please click [here](#).
- IV. **Alternative Services for Group Supported Employment (SEP)**
 - DDS March 29, 2021 **Guidance regarding reimbursement for Group SEP for Alternative Nonresidential Services.** Please click [here](#).
 - Beginning April 1, 2021, Group SEP providers will be reimbursed for Alternative Services using a monthly unit rate that is unique to each vendor if only Alternative Services were provided or a combination of traditional and Alternative Services were provided in a calendar month. Methodology for determining monthly unit for Group SEP providers. Please click [here](#).
- V. **Alternative Services for Transportation**
 - DDS March 29, 2021 **Guidance regarding reimbursement for Transportation Services for Alternative Nonresidential Services.** Please click [here](#).
 - Beginning April 1, 2021, transportation providers will be reimbursed for Alternative Services using a monthly unit rate to calculate reimbursement up to a vendor monthly maximum. Each provider's monthly maximum is based upon the average amount of reimbursement for the period of March 2019 to February 2020 minus fuel expenses. Additional information on the Methodology for Determining reimbursements to Transportation providers. Please click [here](#) and [here](#).
 - Please contact R&D for additional guidance.

Please continue to monitor the e-billing website and www.ggrc.org for updates.

Thank you for your continued support of our individuals during this unprecedented critical time. Please stay safe and healthy.

Best Regards,

Lop Hou

Lop Hou
Chief Financial Officer

Supporting Lives of Liberty and Opportunity

www.ggrc.org

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Vendor eBilling Guidance - Alternative Services (AS)

The Alternative Service billing is similar to the Traditional Service billing with minor differences as follow:

1. Alternative Service rate only has **monthly** unit rate.
2. Select the appropriate checkboxes to indicate alternative services were provided on that day in Attendance Calendar.
3. A “Full Month” check box must be checked regardless of number of days served.
4. Same individual **cannot** be billed for both Traditional and Alternative services within same service month.

(If both Traditonal and Alternative services were provided, bill under the Alternative Services invoice).

Alternative Services Billing Guidance

- Login to eBilling site, select Service Provider, click Invoices Tab, and select invoice as normal by clicking the “EDIT” button.

The screenshot shows the 'Invoice Search' page in an eBilling system. The navigation bar includes 'Home', 'Invoices', 'Payments', 'Reports', 'User Mgmt.', and 'Administration'. The 'Invoices' tab is active. Below the navigation bar, there are links for 'Invoice', 'Invoice History', and 'Invoice XML Upload'. The main search area contains fields for 'Invoice #', 'Service M/Y', 'UCI #', and 'Invoice Date', with a 'Search' button and a 'Clear' button. A table below the search area lists invoice details. The table has columns for 'Invoice #', 'Service Code', 'Service M/Y', 'UCI #', 'Consumer Name', 'Invoice Date', 'Updated Date-Time', and 'Updated By'. The first row of the table has a red box around the word 'Invoice' in the 'Consumer Name' column and a yellow callout box pointing to an 'EDIT' button in the 'Updated By' column.

Invoice #	Service Code	Service M/Y	UCI#	Consumer Name	Invoice Date	Updated Date-Time	Updated By
1010871	515	01/2021		Invoice			Click EDIT

- Please note there is no separated invoice for Traditional and Alternative Services in a service month, an invoice may contain both Traditional and Alternative Services invoice detail lines if vendor delivers either type of service to their participants.

- If vendor delivered Alternative Services and the billing authorization has a Traditional Services sub-code, please inform GGRC Accounts Payable Rep and do not bill under the wrong sub-code. Alternative Service sub-code contains "A@".

Home | Invoices | Payments | Reports | User Mgmt. | Administration

Invoice | Invoice History | Invoice XML Upload

Service Provider Billing Details

Invoice Number: 1010871 Service Co
 Invoice Date: 2020-12-17 Total Units Bill

Consumer Billing Details

Line #	Consumer Name	UCI #	SVC Code	SVC Subcode	Auth #	Auth Date	Unit Type	Units Billed	Days Attend	Gross Amount	Net Amoun	No Se	De
1	SANDIS	Z...	515	D1:3	21513994	01/01/21 - 01/31/21	D		0				
2	POS...	Z...	515	A@D1:	21513995	01/01/21 - 01/31/21	M		0				

An invoice may contain both Traditional and Alternative Services invoice detail lines in a service month if vendor delivers either service type to their participants. If the service delivery to the individual is Alternative Services, please insure the billing authorization is for Alternative Services before completing the attendances. The Alternative Service sub-code contains "A@".

- Please insure to follow the two steps listed on below screen.

The screenshot displays the 'Invoice' management interface. At the top, there are navigation tabs: Home, Invoices, Payments, Reports, User Mgmt., and Administration. Below the tabs, the 'Invoice' section is active, showing details for a specific invoice line. The consumer name is 'SANDIS, ROSA', and the invoice number is '101007112'. The authorization number is '21513995', the service code is '515 - BEHAVIOR MGMT PROGRAM', and the units type is 'MONTHLY'. The service subcode is 'A@D1' and the invoice date is '2020-12-17'. A yellow callout labeled 'ASD Auth' points to the 'Service Subcode: A@D1' field.

The main area features a calendar for 'January 2021'. The calendar has columns for days of the week and rows for dates. Each date cell contains a checkbox and a letter 'A' followed by a number (e.g., 'A1' through 'A30'). A red box highlights the calendar area, and a yellow callout labeled '1. Check each box when service was provided on the day.' points to the checkboxes. Several checkboxes are already checked, including the one for Friday, January 1st, and the ones for Wednesday, January 13th, and Thursday, January 14th.

To the right of the calendar is the 'Invoice Details' section. It includes a 'Full Month Service' checkbox which is checked and circled in red. A yellow callout labeled '2. Must check the Full Month box, otherwise the Gross Amount will be zero.' points to this checkbox. Below this are options for 'No Service' and 'Last Month of Service?'. The 'Invoice Line Summary' section shows 'Total Units: 1 / 7 Days' and 'Unit Rate: 1759.920'. The 'Gross Amount' is displayed as '\$ 1759.92' and is circled in red. Below this is the 'Received Revenue Details' section, which shows a 'Total Received Revenue' of '\$0.00' and a 'Net Amount' of '\$ 1759.92'.

- After all invoice lines are completed, then submit the invoice as normal.

- Please refer to below GGRC Accounts Payable contact list for any billing question or assistance.

Staffs Contact List by Vendor Company Name or Last Name				
Accounting Main Fax# (415)546-9233				
Supervisor of Accounts Payable - Cora Chu - Phone# (415)832-5598 Fax#(415)832-5599 Email:cchu@ggrc.org				
By Vendor Company or Last Name	Staff Name	Staff Email	Staff Phone #	Staff Fax#
PPL, BAHP and SSP	Connie Cheung	ccheung@ggrc.org	(415)832-5862	(415)832-5863
D, G, K, M, T	Michael Cangjaya	mcangjaya@ggrc.org	(415)832-5606	(415)832-5607
B, F, N, Q, R, S	Mark Wong	mwong@ggrc.org	(415)832-5602	(415)832-5603
C, E, H, P	Corina Wong	cowong@ggrc.org	(415)832-5866	(415)832-5867
A, I, J, L, O, U, V, W, X, Y, Z	Lily Chao	lchao@ggrc.org	(415)832-5616	(415)832-5617