



Golden Gate Regional Center

March 27, 2020

Dear Service Providers,

On March 4, 2020, Governor Gavin Newsom declared a State of Emergency (SOE) for California, as a result of the COVID-19 pandemic. This memo will provide service providers guidance on how to apply the SOE notice to your GGRC billings.

When billing for the month of **March 2020**, please follow the billing guidance below:

Residential Care Facility Providers

- Bill for services and absences as usual.

Non-residential Service Providers - all non-residential services

- Providers can only bill for hours/day absences that exceed the average absences in the past 12-month period effective from March 4, 2020 (the effective date of the State of Emergency) and submit the billing as usual. Provider is required to keep track of the absences and actual attendances for audit purposes.

Average Absence

The average absence is calculated per individual during the past 12-month period to the date of the COVID-19 State of Emergency. The COVID-19 State of Emergency effective date is March 4, 2020.

Daily Rate Programs: For example, if an individual's average absence is 2 days and the maximum days for March 2020 is 22 days, then the provider can bill up to 20 days for March 2020 billing.

Hourly Rate Programs: For example, if an individual's daily scheduled program hours is 6 hours maximum per weekday and the average absence is 5 hours in the past 12-month period (please round up or down the average absence hours in an increment of 0.25 hour) then the provider can bill for 127 hours, the maximum hours for March 2020 of 132 hours (22 days x 6 hours per day) less the average 5 hours of absence.

Supporting Lives of Liberty and Opportunity

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4000 Civic Center Drive, Suite 310
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Should providers need additional assistance, please contact your account representative. You are reminded to keep records/documentation that supports your submitted billings.

If the State of Emergency related to COVID-19 continues into **April**, we will issue another billing guidance notice for that month.

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

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