



Golden Gate Regional Center

May 20, 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 **May 2020**, please follow the billing guidance below:

Residential Care Facility Providers

- Bill for services and temporary absences related to COVID-19 as “present” on your billing calendar. Provider is required to keep track of these claims for absences and documentation for audit purposes.

Non-residential Service Providers - all non-residential services including SLS services

- **In addition, Non-residential Service Providers, please refer to the May 7, 2020, *DDS Notice on Additional Guidance On Payments For Non-residential Services During the State of Emergency*. Please click [here](#).**
- Providers can only bill for hours/days 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. Use the period from March 2019 to February 2020 as the 12-month period to calculate the average absences.

Daily Rate Programs: For example, if an individual's average absence is 2 days and the maximum days for May 2020 is 20 days, then the provider can bill up to 18 days for May 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

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0.25 hour) then the provider can bill for 115 hours, the maximum hours for May 2020 of 120 hours (20 days x 6 hours per day) less the average 5 hours of absence.

Monthly Rate Programs (SLS): For example, if an individual's average absence is 2 days and the maximum days for May 2020 is 31 days, then the provider can bill up to 29 days for May 2020 billing.

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 **June**, 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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