



Golden Gate Regional Center

September 15, 2020

Dear Service Providers,

This memo will provide service providers guidance on how to apply the applicable SOE notice to your **September 2020** GGRC billings:

- I. On March 4, 2020, Governor Gavin Newsom declared a State of Emergency (SOE) for California, as a result of the COVID-19 pandemic.

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

- **Non-residential Service Providers please refer to the August 31, 2020 DDS Notice on Policies and Procedures for Utilizing Alternative Non-residential Services During the COVID-19 State of Emergency. Please click [here](#).**
 - Provider can only bill for individuals who received Alternative Services and provider has complied with Section V of the DDS Notice.
 - The individual’s average monthly attendance is calculated using the past 12-month period effective from March 4, 2020 (the effective date of the State of Emergency) and submit the billing as usual. Use the period from March 2019 to February 2020 as the 12-month period to calculate the average attendance.
 - Provider is required to keep records/documentation that supports your submitted billings for audit purposes.
- II. On August 16, 2020, Governor Gavin Newsom declared a State of Emergency (SOE) for California, as a result of the extreme heat and fires throughout the state.
 - Providers can only bill for heat or fire related absences in excess of the average number of absences experienced by the vendor during the 12-month period prior to the month in which the disaster occurred. Use the period from August 2019 to July 2020 as the 12-month period to calculate the average attendance. Please keep records/documentation that supports your submitted billings.

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

1355 Market Street, Suite 220
San Francisco, CA 94103
(415) 546-9222

3130 La Selva Street, Suite 202
San Mateo, CA 94403
(650) 574-9232

4000 Civic Center Drive, Suite 310
San Rafael, CA 94903
(415) 446-3000