



KERN REGIONAL CENTER

*Striving to Achieve Equality,
Independence and Empowerment*

VENDOR ADVISORY

TIME SENSITIVE INFORMATION*Revised**

Date: Monday, April 20, 2020
To: ALL KRC SERVICE PROVIDERS
From: Cherylle Mallinson, Director CSD
RE: BILLING FOR MONTH OF APRIL 2020

On March 4, 2020, Governor Gavin Newsom declared a State of Emergency (SOE) for California, as a result of the global COVID-19 outbreak. This vendor advisory will provide guidance to service providers **with authorized Purchase of Services (POS) only** for SOE billing for Kern, Mono and Inyo County.

When billing for the month of April 2020, providers may bill **per person** for nonresidential services and/or appointments that were not provided due to the precautionary measures for COVID-19 or a direct relation to COVID-19. **Service Providers must maintain clear documentation (i.e., payroll records) that supports the closure of your agency, cancellation of services, and SOE billing in the event of a future audit. All respective Title 17 regulations still apply. To justify billing for absences, provider must retain documentation showing they are continuing to pay staff at their regular wages and benefits.**

If your services have been impacted by COVID-19 for the month of April 2020, please follow the billing guidance below. If your services were not impacted by COVID-19, bill as you normally would. **Please review the Directives of Department of Developmental Services [which has been extended] related to State of Emergency billing and operations located at <https://dds.ca.gov/corona-virus-information-and-resources/>.**

Residential Care Facility Providers

(Service Codes 058, 090, 096, 113, 114, 905, 910, 915, 920, 930 and 935):

Bill for services and report scheduled absences as you normally do.

Day Programs, Supported Employment, Community Integration & Work Activity Programs

(Service Codes **028**, 055, 063, **091**, 505, 510, 515, 525, 605, 702, 855, 950, 952 and 954):

Follow these steps to bill for SOE related absences:

1. Calculate the actual for **April**.
2. Calculate the absences in **April** due to COVID-19.

3. Calculate the total absences during the 12-month period prior to **March**.
4. Divide the 12-month total absences (from Step 3) by 12. This provides the average monthly absences for this 12-month period.
5. Take the absences due to COVID-19 (from Step 2) and subtract the average monthly absences (from Step 4). The difference is the absences amount that you may bill for (it must be rounded to the nearest whole number and cannot be negative).
6. Bill for actual attendance during **April** (from Step 1) plus the difference between the absences due to COVID-19 and the average monthly absences (Step 5).
7. Submit copies of your payroll records for the month of **April** 2020 to:

**Attn: KRC Accounting Department
RE: SOE Supporting Documents
3200 No. Sillect Avenue
Bakersfield, CA 93308**

Or

Electronically at accounting@kernrc.org

*****Please include a cover letter that includes the vendor name, vendor number and service code**

Transportation Providers

(Service Code 875, 880, 882 and 895):

See instruction above for day programs.

Early Start Vendors, including Behavior Services, Physical Therapy, Speech Therapy, and/or Occupational Therapy

(Service Code **017, 048**, 116, 612, **615**, 620, **625**, 707, 772, 773, 810 and 805):

Bill the average monthly billable number of hours **per person served**. Calculate the average monthly billable number of hours during the 12-month period prior to **March** 1, 2020 by calculating the total number of billable hours for that period and dividing by 12.

For service codes 612 and 620, the Parental Verification Form should include the statement "*Billing average monthly billable hours as outlined in State of Emergency declaration.*"

Independent Living Services

(Service Code 520):

Bill the average monthly billable number of hours per person served. Calculate the average monthly billable number of hours during the 12-month period prior to **March** 1, 2020 by calculating the total number of billable hours for that period and dividing by 12.

In the event that additional hours were needed to assist persons served that were displaced and/or needed additional assistance, please contact the Service Coordinator for authorization.

Supported Living Services, Personal Assistance and Additional Program Support

(Service Codes 062, 109, 110, 111, and 896):

Bill the average monthly billable number of hours per person served. Calculate the average monthly billable number of hours during the 12-month period prior to March 1, 2020 by calculating the total number of billable hours for that period and dividing by 12.

In the event that additional hours were needed to assist persons served that were displaced and/or needed additional assistance, please contact the Service Coordinator for authorization.

Respite

(Service Codes 862 and 854 and other providers not listed above):

If services were canceled due to COVID-19, bill the average monthly billable number of hours per person served. Calculate the average monthly billable number of hours during the 12-month period prior to **March** 1, 2020 by calculating the total number of billable hours during the period and dividing by 12.

If additional services were due to COVID-19, bill for actual service hours provided. Please contact the Service Coordinator for authorization.

For all providers billing **services** under the State of Emergency declaration, please enter a comment under the first billed line that states "*Billing as outlined in State of Emergency.*" If the State of Emergency related to COVID-19 continues into April, we will issue a similar billing notice for that month.

Included in this advisory are FAQ about vendor billing related to COVID-19 for your reference.

Thank you for taking precautionary measures and assisting our persons served to remain safe and **healthy** during this critical time. If you have any questions, please contact me at cmallinson@kernrc.org.

Frequently Asked Questions Vendor Billing – COVID -19

Q When will I be paid?

A KRC will adhere to normal payment cycles and invoice cut-offs. Invoices are due by each Monday at 6pm in order to be processed and the payment sent by each Wednesday of the same week.

If an invoice was sent after the cut-off date and time, it will be processed to payment the following week. Depending on the payment type (EFT or check), vendors will receive their payment between 2 to 3 business days after the invoice processing.

KRC billing calendar is available on our website under Service Provider > KRC E-Billing & Service Provider Portal: <https://www.kernrc.org/ebilling-portal>

Q How do I bill for absences?

A **Pursuant to Title 17 section 54326(a)(11). The vendor shall bill only for 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.** See above the instructions. You can also find this information in our website at www.kernrc.org

Q When can I start billing for absences?

A You may start billing absences as of March 4, 2020, the date Governor Newsome declared a State of Emergency. Below is the link to the DDS letter.

https://www.dds.ca.gov/wp-content/uploads/2020/03/COVID19_2020StatewideStateofEmergency_20200312.pdf.

Q Can I bill for cancellations due COVID-19 exposure and diagnosis?

A Yes.

Q Can I bill for cancellations as a precautionary measure?

A Yes.

Q Can I bill if I voluntarily closed by program as a precautionary measure?

A Yes. You must submit payroll records (See above instructions).

Q Can I provide telehealth, **alternate location or remote access** services?

A Yes. Below is the link to the DDS letter.

https://www.dds.ca.gov/wp-content/uploads/2020/03/DDSDirective_RequirementWaivedDueCOVID_031220.pdf

https://www.dds.ca.gov/wp-content/uploads/2020/03/DDSDirective_AdditionalWaivedRequirements_03182020.pdf

Q What services are included in telehealth, **alternative location or remote access**?

A **Yes. Below is the link to the DDS letter.**

https://www.dds.ca.gov/wp-content/uploads/2020/03/DDSDirective_AdditionalWaivedRequirements_03182020.pdf

Q Does telehealth, **alternative location or remote access** have to be HIPAA compliant?
A Below is the link the U.S. Department of Health & Human Services notice delineating HIPAA compliance enforcement during the COVID-19 national emergency.
<https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html?fbclid=IwAR1KIV35M-UJcM1WxO6nLHN2c6-BdGXskr2U9aFvxEyph1iV9EcS-as2Fmw>

If you have additional questions, please email them to accounting@kernrc.org and they will be added to the FAQs.

