

COVID-19

Frequently Asked Questions

This information is provided based on directives from the Department of Developmental Services. Due to the changing nature of this crisis, information and answers to questions may change. Please check back frequently for updates.

Rev. 05/19/2020 at 3:19 pm

- 1.) Q. When will I be paid?
A. ELARC will adhere to normal payment cycles and invoice cut-offs. Residential and day program providers, invoices are due by the 5th business day of the month to be paid on or around the 10th of the month. All other service provider invoices are due by the 15th of the month to be paid on or around the 21th of the month.

- 2.) Q. How do I bill for absences?
A. Below is a link for billing instructions.
<http://www.elarc.org/service-providers/e-billing>

- 3.) 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/COVID-19_2020StatewideStateofEmergency_20200312.pdf

- 4.) Q. Can I bill for cancellations due to COVID-19 exposure and diagnosis?
A. Yes.
https://www.dds.ca.gov/wp-content/uploads/2020/03/COVID-19_2020StatewideStateofEmergency_20200312.pdf

- 5.) Q. Can I bill for cancellations as a precautionary measure?
A. Yes.
https://www.dds.ca.gov/wp-content/uploads/2020/03/COVID-19_2020StatewideStateofEmergency_20200312.pdf

- 6.) Q. Can I bill if I voluntarily closed my program as a precautionary measure?
A. Yes.
https://www.dds.ca.gov/wp-content/uploads/2020/03/COVID-19_2020StatewideStateofEmergency_20200312.pdf

- 7.) Q. Do the make-up policies for behavioral services still apply?
A. Yes.

- 8.) Q. Can I provide remote electronic communications?
A. Yes. Below is the link to the DDS letter with a list of services eligible for alternate location or remote access.
https://www.dds.ca.gov/wp-content/uploads/2020/03/DDSDirective_RequirementWaivedDueCOVID_031220.pdf
and
https://www.dds.ca.gov/wp-content/uploads/2020/03/DDSDirective_AdditionalWaivedRequirements_03182020.pdf
- 9.) Q: Do I need to notify the regional center that I will be providing services in an alternate location or providing electronic remote services?
A: Yes, Prior to, or no later than seven days after, the delivery of a service in an alternate location or by remote electronic communications, the service provider must notify the regional center. https://www.dds.ca.gov/wp-content/uploads/2020/03/DDSDirective_AdditionalWaivedRequirements_03182020.pdf and https://www.dds.ca.gov/wp-content/uploads/2020/03/DDSDirective_AdditionalWaivedRequirements_03182020.pdf
- 10.) Q. Do remote electronic communications 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>
- 11.) Q. Can I continue to provide in-home services?
A. At this time, based on the recommendations of federal, state, and local health authorities, ELARC is advising that providers should adopt the most cautious of practices for the safety of consumers, families and staff and not provide in-home services face to face. Providers are advised and encouraged to therefore, provide remote electronic communication and support to those they serve, whenever feasible.
https://www.dds.ca.gov/wp-content/uploads/2020/03/DDSDirective_AdditionalWaivedRequirements_03182020.pdf
- NEW** 12.) Q. Do I need to submit a progress report before services are reauthorized?
A. Yes, the regional center's expectation is that vendors will submit a modified report. The modified report does not need to be detailed to the IPP objectives, but it must describe the current service interactions with consumer/family.
- 13.) Q. If I provided services, can I bill those services in addition to the monthly average?
A. No. Services provided should be included in the average billing and not included in absences. Services cannot be billed twice, provider to use *The Monthly 2020 Billable Days Due to SOE* reference in question #3.
https://www.dds.ca.gov/wp-content/uploads/2020/03/COVID-19_2020StatewideStateofEmergency_20200312.pdf

- 14.) Q. Do I have to pay my staff with the emergency billing?
A. The intent of state of emergency billing is for vendors to continue to pay staff so that they are ready to return to work when regular business resumes.
https://www.dds.ca.gov/wp-content/uploads/2020/03/COVID-19_2020StatewideStateofEmergency_20200312.pdf and
<http://www.elarc.org/home/showdocument?id=13441>
- 15.) Q. What documentation do I have to *maintain* to support state of emergency billing?
A. Document the following for state of emergency billing:
1. The date the program closed.
2. The reason for the closure.
3. A description of how absences were calculated.
4. Documentation that staff were paid.
5. A description of what, if anything, was done to help persons served during the time that the program was closed.
6. For remote electronic communication:
a. Document the platform details used to provide services.
b. Documentation that family agreed or declined remote electronic communication; it is highly encouraged for provider to secure family's response in writing.
<http://www.elarc.org/home/showdocument?id=13441>
- 16.) Q. How do I bill for absences?
A. Below is the link that references the ELARC State of Emergency Billing letter to providers dated March 19, 2020 with billing instructions.
<http://www.elarc.org/service-providers/e-billing>
- 17.) Q. I was recently vendored by ELARC. How do I calculate the average if I do not have 12 months of history available?
A. Calculate the number of absences based on the months of history available.
- 18.) Q. How do I calculate the average if the person served attended less than 12 months?
A. If provider has history for less than 12 months, convert the absences into a month period. For example, if provider has 10 months of history available, divided the number of absences by the 10 months and multiple by 12 and round to the nearest whole number.
<http://www.elarc.org/service-providers/e-billing>

Note: The Eastern Los Angeles Regional Center cannot give legal advice regarding employment practices.

Please contact Rose Haro at rharo@elarc.org or (626) 299 4786. If assistance is needed in how to do the calculations, contact Jose Morales at jmorales@elarc.org or (626) 299-4702.