



North Bay
Regional Center

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Dear Vendor Community,

On March 4, 2020, the Governor declared a State of Emergency as a result of the COVID-19 outbreak. Today, North Bay Regional Center received the approved State of Emergency (SOE) notification from the Department of Developmental Services. Please note, the regulation cited, CCR §54326(a)(11), allows the Regional Center to pay vendors for absences that are the direct result of 'situations and/or occurrences for which a State of Emergency has been declared by the Governor'. This SOE was approved for consumer absences for nonresidential services only.

When submitting SOE billing, vendors may bill for services and/or appointments that were not provided due to circumstances or occurrences related to COVID-19. We highly recommend that our vendors keep clear documentation that supports SOE billing in the event of a future audit. Below we have provided guidance for your service billing that may be affected by the SOE.

Residential Services:

- This SOE does not pertain to your service. You will bill your services and report scheduled absences.

Day Programs, Supported Employment, Community Integration, and Transportation:

- You will bill your standard full month services based on the client's average scheduled attendance. Please note any absences that the client may have had due to Vacation, Hospitalization, etc.

Supported Living Services and Independent Living Services”:

- You will bill the hours provided. Please keep in mind, each hour billed is for 1:1. If there were 1:2 shared hours, they should be billed to each client as .50 for each 1:2 staffed hour. If there were 1:3 shared hours, they should be billed to each client as .33 for each 1:3 staffed hour.
- In the event that additional hours were needed to assist clients that were unable to attend work or their day program, and/or needed additional assistance, please contact the Service Coordinator regarding a purchase of service to cover the additional hours needed. NBRC case management will review each of these on an exception basis.


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

- You may bill for visits, including cancelations that meet the criteria outlined in the SOE.
- The Parental Verification form should indicate 'Billing average billable hours as outlined in State of Emergency (SOE) declaration.

All other vendors:

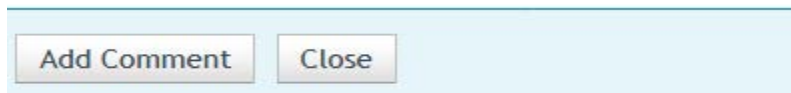
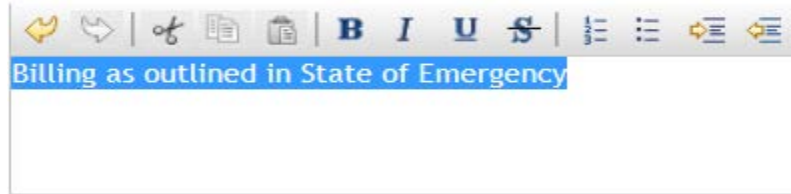
- Bill your scheduled number of hours/units provided per client. If you were unable to provide services due to COVID-19, you may bill the average hours that would have normally been provided.

For all vendors billing services under this SOE declaration, please enter a comment under the first consumer line.

In the EDIT billing mode, click on the 'Comment' bubble 



Enter a comment that states 'Billing as outlined in State of Emergency' - click on Add Comment.



This will provide an audit trail for the Department of Developmental Services for future audit. We hope this clarification is helpful.

Thank you for taking precautionary measures and assisting our clients remain safe and healthy during this critical time.

If you have any questions, please direct them to ebilling@nbrc.net .

Regards,

Isabel Calder
Chief Financial Officer