



North Los Angeles County Regional Center

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State of Emergency, COVID-19 – Absence Billing Frequently Asked Questions

Date: April 6, 2020

1. Can I bill the regional center for all absences by billing the maximum number of units authorized for each authorization?

No, pursuant to Title 17 section 54326(a)(11), you can bill only for absences in excess of the average number of absences experienced during the 12-month period prior to the month in which the disaster occurred.

2. How do I calculate the average number of absences during the prior 12 months?

You can use NLACRC's Absence Billing Spreadsheet which is available on NLACRC's website at <https://www.nlacrc.org/service-providers/covid-19> to assist you with the calculations.

3. If using NLACRC's Absence Billing Spreadsheet, do I need to complete a separate spreadsheet for each vendor number?

Yes, complete a separate spreadsheet for each vendor number.

4. My program was vendored or started within the last 12 months. How do I determine the average number of absences during the prior 12-month period?

Calculate the average number of absences for the period of time your program has been vendored or in operation. If using NLACRC's Absence Billing Spreadsheet, the spreadsheet will calculate the average based on the months entered. For example, if you have four months of billing history, the calculation will use four months for the average.

5. I have an hourly or per session rate, and I'm calculating the average number of absences for each authorization. I have an authorization with less than 12 months of billing history. How do I determine the average number of absences for the consumer during the prior 12-month period?

Calculate the average number of absences for the period of time you have available for the authorization. If using NLACRC's Absence Billing Spreadsheet, the spreadsheet will calculate the average based on the months entered. For example, if you have four months of billing history, the calculation will use four month for the average.

6. I have a new authorization with no billing history. How do I determine the average units of absences for the prior 12-month period?

If the absences for the new authorization are directly related to the state of emergency, you can use the average absence rate for a similar situated consumer (i.e. same number of units per month). Enter a note in the comment section in eBilling to indicate the methodology or authorization you used.

7. Do I enter the absence billing into eBilling?

Yes. First, enter the actual units of services provided during the service month into eBilling. Then enter the allowable units of absences into eBilling. For authorizations with a daily, hourly or per session rate, enter the total units of absences allowable on the last day of the month (i.e. March 31, 2020).

8. Do I need to submit any documentation with my absence billing?

If you used NLACRC's Absence Billing Spreadsheet, please submit your completed spreadsheet with your absence billing to your NLACRC accounts payable representative. If you did not use NLACRC's Absence Billing Spreadsheet, please submit your calculations and/or the methodology you used with your absence billing. All service provider billing, including absence billing, is subject to audit by the regional center.

9. Can I submit the billing for absences for March 2020 in May or June 2020?

Yes, you can submit late billing for absences. If you submitted partial billing for the service month, please contact your NLACRC accounts payable representative to request a new invoice for the same service month for the additional billing.

10. If services were provided remotely, do I bill the hours as services provided or do I include the hours in the absence billing?

Service provided remotely in accordance with Department of Developmental Services directives should be billed as services provided.

11. Should I use the comment section in eBilling to indicate absence billing was included in the service month?

Yes, you can enter a note (i.e. "COVID-19 absence billing included") in the comment section of eBilling. However, this is not required.

For additional questions, please contact your accounts payable representative:

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