Retainer and Billing Guidance for Day Programs
Summary Guidelines for July 2020
July 31, 2020

This document describes the processes and systems that the Department of Developmental Services (DDS) will implement in July 2020 to support providers of Day Habilitation Services, Day Habilitation Supplemental Services, Facility Day Habilitation, Community Based Day Supports, Individual Supported Employment and Group Supported Employment. This guidance is for July 2020 only. DDS is working closely with the Executive Office of Health and Human Services on funding and rate structures for services provided after July 31. Further guidance will be issued in August.

I. Retainer Payments: 3285, 3664 and 3764

Pursuant to authorities granted in Administrative Bulletins 20-71, DDS will approve retainer payments for the following DDS Activity Codes for July 2020.

- Day Habilitation Supplemental Services (Activity Code 3285)
- Day Habilitation (Activity Code 3664)
- Facility Day Habilitation (Activity Code 3764)

Providers may submit monthly billing for retainer payments for each enrolled and eligible individual in their contracts. Providers may submit attendance through normal Service Delivery Report (SDR) billing in Enterprise Invoice Management (EIM) using the existing retainer payment attendance status codes. Attendance may be submitted for each day that an individual is normally scheduled to receive supports, based on current authorizations from the DDS Area Office. For example, if an individual was scheduled to receive 3 hours of Day Habilitation Supplemental Supports on Mondays, Wednesdays, and Fridays, the provider should submit attendance for 12 15-minute units for Monday, Wednesday and Friday using the retainer attendance status code. Retainer attendance will be reimbursed at the current contracted rate for each individual. Providers should continue to invoice using the retainer payment attendance status codes outlined in May 15 guidance document from DDS (see Appendix A).

II. Employment and Day Program Billing for In-Person and Remote Services (3163, 3168, 3181)

All in-person services, as well as remote services delivered in accordance with allowable remote service delivery guidelines, on or after July 1, 2020, may be invoiced to DDS. For the month of July, providers will be reimbursed at the pre-COVID rate associated with each contract for both in-person and remote services. For example, if the rate associated with a CBDS contract was a Level D in February, the provider will be reimbursed at a Level D for in-person and remote services delivered in July.

Providers are required to differentiate reported attendance based on whether the service was delivered in-person or remotely. Remote attendance codes added to EIM in FY20 will continue to be utilized for remote services only. Services delivered in-person should be reported using the traditional codes. Staff that are completing SDRs in EIM must carefully review units submitted to ensure they chose the correct attendance code. Services delivered in-person in a community-based "without walls" program will be considered in person as of July 1. (see Appendix B)

Appendix A: July 2020
Attendance Status Codes for Retainer Payments: 3285, 3664 and 3764

EIM has been configured with attendance status codes to enable providers to bill for retainer payments in DDS activity codes 3285, 3664, and 3764. Attendance under these codes will be paid at the same contracted rate, but the new attendance codes are necessary to differentiate between normal service delivery and retainer payments.

For attendance during the period July 1, 2020 – July 31, 2020, providers should not submit attendance using standard attendance status codes and may only submit attendance using the retainer payment codes. Any attendance that is submitted during this period using standard attendance codes will be rejected and providers will be required to re-submit.

All retainer payment billing should be submitted using the retainer attendance status code associated with the type of service that individuals normally receive. For example, if you normally report Day Habilitation Supplemental Services using attendance status code XB, you should now use code XN in the attendance calendar.

Activity Code	Service Code	Standard Attendance Code	Retainer Attendance Code
3285 - Day Habilitation Supplement	DH SUPP DC 1	XA	XM
	DH SUPP DC 2	XB	XN
	DH SUPP LPN	XC	XO
	DH SUPP RN	XD	XP
	DH SUPP DC 1X2	XE	XQ
	DH SUPP DC 2X2	XF	XR
3664- Day Habilitation Services DDS Purchased	DH STATE 1L	XA	XM
	DH STATE 2M	XB	XN
	DH STATE 3H	XC	XO
3764 - Facility Day Habilitation	DH FACIL 1L	XA	XM
	DH FACIL 2M	XB	XN
	DH FACIL 3H	XC	XO

Appendix B: July 2020
In-Person and Remote Billing and Attendance Status Codes (3163, 3181 and 3168)

The attendance codes in EIM reflect current rates in effect for CBDS, GSE and ISE. Two codes exist with each rate: In-person service delivery and remote service delivery. When submitting attendance, providers will use the service code associated with their contracted rate level, and the attendance status code associated with the service delivery type.

Illustration of attendance under the in-person attendance status code, XD

Attendance Status Code Chart:

Activity Code	Service Code	In-Person Attendance Code	Remote Service Attendance Code
3163 - Community Based Day Supports	CBDSA	XA	XM
	CBDSB	XB	XN
	CBDSC	XC	XO
	CBDSD	XD	XP
	CBDSZ	XZ	XR
3168 - Individual Supported Employment	INDSUPPEMPA	XA	XM
	INDSUPPEMPB	XB	XN
3181 - Group Supported Employment	GRPSUPEMP	XA	XM
	GRPSUPEMPHI	XB	XN
	GRPSUPEMP1TO1	XC	XO
	GRPSUPEMP1TO3	XD	XP

Documentation

The Department is not requiring that providers submit reports on the types of remote services delivered. Each organization much keep adequate documentation to verify any remote services delivered, the type of services delivered, the amount of time spent remotely with each individual and how services addressed goals outlined in an individual's ISP. A provider may be asked to provide documentation of remote service delivered to the Department in the event of an internal or external audit or independent review, with appropriate action taken towards fund recoupment in the event of misprepresentation. Delivery of remote services in a given week may not exceed the maximum weekly units authorized by the Area Office or other such limits described in the remote service delivery descriptions.

DDS Community Based Day Supports (CBDS) (3163) – Remote Service Delivery

Approved activities will typically involve small groups connected using group communication technology. These activities may vary based on how providers have organized or previously delivered their CBDS program services and schedules in community settings. The importance and benefits of establishing and maintaining regular communication with individuals for moral support, interactions with friends, and continuity of skills is recognized in any remote or virtual setting. Virtual services may be arranged using remote communication tools, including Skype, Zoom, Apple FaceTime, Facebook Portal or related streaming service.

There may also be situations where a group of CBDS program participants live together in a group residence operated by the same provider and direct support staff may deliver CBDS activities within the residence in person. This is allowed if there is coordination and oversight of program activities by CBDS managers. These activities will be billed as remote service delivery and can be billed up to 5 hours per day maximum.

Remote CBDS activities may include:
- Group Daily Meetings/Virtual Meet-ups
- Group Enrichment Activities
    - Yoga
    - Zumba/Dance
    - Meditation/Relaxation for stress relief
    - Art Classes
    - Music
    - Reading/Book Clubs
- Group Skill-Building Activities
    - Staying safe and healthy- eating properly; physical activity
    - Social skills
    - Money management and financial literacy
    - Self-advocacy
    - Online travel instruction
    - Being an effective volunteer
    - Staying safe on-line
    - Practice using technology- different apps, etc.
- Virtual Tours
    - Museums
    - Local Landmarks
    - Places of Interest
- Special Projects
- Exploration of Career Interests: Provide exposure and opportunities to learn or discuss different types of jobs, job tasks, and work settings available in the community. Online programs may be a resource.

DDS Individual Supported Employment (3168) – Remote Service Delivery
Individual Supported Employment provides flexibility in delivering services where staff may not be present with individuals. During this period, providers are encouraged to use virtual meetings and remote supports while modifying activities to enable continuity of needed supports. Virtual services may be arranged using remote communication methods, including Skype, Zoom, Apple FaceTime, Facebook Portal or related streaming service.

Remote Individual Supported Employment activities may include:
Career Planning:
- Discovery Interviews: A process of interviews and discussion with the individual and family members or others who know the person well to identify interests, hobbies, preferred activities, skills, likes/dislikes, attributes, and types of support needed in different environments. This can lead to the development of a positive personal employment profile or employment plan
- Career Exploration: Provide exposure and opportunities to learn or discuss different types of jobs, job tasks, and work settings available in the community. Online programs may be a resource

Job Development:
- Development of a resume or other alternatives, including virtual resumes or portfolios
- Development and support of interview skills
- Development of "soft skills" including positive work habits and behaviors, teamwork, problem-solving, etc.
- Instructional learning (i.e. computer skills)
- Completing job applications and outreach to prospective employers

Job Coaching and Ongoing Supports:
- There may be people continuing to work in businesses that are deemed essential (i.e. grocery stores, markets). If the person would most benefit from "in-person" supports, this could continue depending on the policy of the business and the provider
  - To provide job coaching or supports, it is preferred these are delivered remotely for the individual as well as their supervisor/employer. This can be done by a phone call or other technology
  - If the person would most benefit from "in-person" supports, this could continue depending on the policy of the business and the provider, although remote delivery is preferred and recommended

Public Benefit Education and Support:
- Provide resources, information, and dispel myths about public benefits, including assistance in reporting income to Social Security Administration or navigating questions/issues that may arise. For individuals who are no longer working:
  - If employment is interrupted (layoff, furlough) the job coach could assist the individual to apply for unemployment insurance, if applicable
  - The individual and their team should assess and determine if another employment situation is needed and should be pursued, which could lead to career planning, updating their resume, and job development

<u>DDS Group Supported Employment (3181) – Remote Service Delivery</u>
Approved activities will typically involve small groups connected using group communication technology. Providers are encouraged to use virtual meetings and remote supports while modifying activities to enable continuity of needed supports. Virtual services may be arranged using remote communication methods, including Skype, Zoom, Apple FaceTime, Facebook Portal or related streaming service.

Remote Group Supported Employment activities may include:
Career Planning:
- Career Exploration: Provide exposure and opportunities to learn or discuss different types of jobs, job tasks, and work settings available in the community. Online programs may be a resource
- Discussion and interactive exercises to identify people's interests, hobbies, preferred activities, skills, likes/dislikes and preferred environments, to help identify job interests and goals. This could lead to the development of a positive personal employment profile

Employment Planning and Job Seeking Skills Development:
- Development of a resume or other alternatives, including virtual resumes or portfolios
- Development and support of interview skills
- Development of "soft skills" including positive work habits and behaviors, teamwork, and problem-solving, etc.
- Specific skill development

Public Benefit Education and Support:
- Provide resources, information, and dispel myths about public benefits, including assistance in reporting income to Social Security Administration or navigating questions/issues that may arise.