State of California—Health and Human Services Agency
Department of Developmental Services
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April 1, 2025 D-2025-Rate Reform-001

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: RATE REFORM IMPLEMENTATION – SERVICE ACKNOWLEDGEMENT FORM EXTENSION, QUALITY INCENTIVE PROGRAM AND PROVIDER DIRECTORY UPDATES

This directive extends the timeline for completion of rate reform implementation Service Acknowledgement Forms referenced in previous directives issued by the Department of Developmental Services (Department), from March 31 to May 30, 2025.

Rate Reform Service Acknowledgement Forms (SAFs)
The revised deadline for completion of these SAFs for all services associated with rate reform is Friday, May 30, 2025. SAFs only need to be completed once when initially documenting the initial rate and alignment and are not required to be updated for subsequent Quality Incentive Program (QIP) activities or when other rate adjustments are completed.

Regional centers must submit the percentage of completion of acknowledgment forms on the Service Acknowledgment Completion Report in the Regional Center Portal by April 22, 2025, May 13, 2025, and May 30, 2025. The attachment shows the schedule of weekly recommended completion percentages by date, including the required reporting dates specified above.

Service providers that do not sign the SAF will be considered noncompliant and subject to potential termination under California Code of Regulations Title 17 section 54370 (c). Given this, regional centers are strongly encouraged to work with providers and the Department to make sure the forms are accurate and available timely for consideration and review before the updated May 30, 2025 deadline.

Quality Incentive Program and Provider Directory
For service providers included in rate reform, participation in the Provider Directory measures is the only way to attain the up to 10 percent quality incentive portion of the reimbursement rate from January 1, 2025, through June 30, 2026.

Provider Groupings: Service providers may find their vendor name and number in one of the three lists on the Provider Directory webpage to affirm whether they will receive the full benchmark rate (100 percent) effective January 1, 2025, even if retroactive payments are necessary. If not on the “QIP Eligible” list, service providers should review the “Need Survey” or “New Providers” lists to determine next steps for becoming

eligible for the full benchmark rate. The lists are updated weekly on the webpage and are defined below with applicable next steps.

1. *"QIP Eligible" List*: Service providers on this list will receive the full benchmark rate (100 percent) effective January 1, 2025, even if retroactively.
    - Service providers that have not yet registered and/or completed their data submission must complete all the steps in the Provider Directory **no later than May 30, 2025,** to keep the full 100 percent benchmark rate effective retroactively to January 1, 2025, unless considered "hold harmless."
        - Providers that subsequently complete this activity by the 15th of the month will receive the full benchmark rate effective the following month (e.g., providers that complete this activity by April 10th will receive the 100 percent benchmark rate effective May 1st).
        - Providers that subsequently complete this activity after the 15th of the month will receive the full benchmark rate the month after the next service month (e.g., providers that complete this activity on or after April 17, 2025, will receive the 100 percent benchmark rate effective June 1, 2025).
    - Service providers that complete their data submission after May 30, 2025, will have rates adjusted to the base rate (90 percent) effective June 1, 2025.

2. *"Need Survey" List*: Service providers on this list did not complete the original survey.
    - To be eligible to receive the 100 percent benchmark rate, these providers will need to create their Provider Directory account and submit the required information.
    - Service providers that completed Step 1 after the deadlines outlined in D-2024-Quality Incentive Program-003 and have been added to the Provider Directory, need to complete Provider Directory registration and validation within 45-days from addition to the Provider Directory to receive the full benchmark rate.
        - Providers that complete this activity by the 15th of the month will receive the full benchmark rate effective the following month (e.g., providers that complete this activity by April 10th will receive the benchmark rate effective May 1st).
        - Providers that do this after the 15th of the month will receive the full benchmark rate the month after the next service month (e.g., providers that complete this activity on or after April 17, 2025, will receive the benchmark rate effective June 1, 2025).
    - The Department is logging provider support requests and will contact these providers regarding next steps.

3. *"New Providers" List*: New service providers, vendored after September 2024 and after the original QIP qualification window, will be eligible for the benchmark rate (100 percent) from the time of their vendorization.
    - To be eligible for the benchmark rate (100 percent), new service providers must register and submit their records into the directory within 45 days of receiving the invite to the Provider Directory. Service providers that do not submit the required information within the 45-day timeline will have their rate lowered to the base rate (90 percent) the following service month.

All active service providers are required to be in the Provider Directory as part of their vendorization requirements, regardless of QIP eligibility. The Department, in coordination with the vendoring regional center, will contact service providers that do not submit data into the Provider Directory to assist with completing this activity. The expectation is that these providers will complete this activity by **May 30, 2025**, to earn the benchmark rate, prospectively. Service providers will not be able to earn the QIP portion of the rate beyond this date, until the next round of Quality Incentive measures are established for the period starting July 1, 2026.

Service providers that do not submit the required information in the provider directory by May 30, 2025, will have their billing suspended beginning July 2025, until they submit this information and it is validated.

Providers, individuals, and/or their families should contact their regional center with any questions. Questions from regional centers may be directed to ratesquestions@dds.ca.gov.

Sincerely,

Original Signed by:

DANA SIMON
Deputy Director
Waiver and Rates Division

Attachment

cc: Regional Center Administrators
Regional Center Directors of Consumer Services
Regional Center Community Services Directors
Association of Regional Center Agencies
Pete Cervinka, Department of Developmental Services
Carla Castañeda, Department of Developmental Services
Michi Gates, Department of Developmental Services

Schedule of Service Acknowledgement Form Completion

Date	Percentage of Forms Targeted for Completion
4/1/2025	10%
4/8/2025	20%
4/15/2025	30%
4/22/2025*	40%
4/29/2025	50%
5/6/2025	60%
5/13/2025*	70%
5/20/2025	80%
5/27/2025	90%
5/30/2025*	100%

* Reporting of percentage completed in the regional center portal is required on these dates.