



## **DELAWARE HEALTH AND SOCIAL SERVICES**

DIVISION OF SOCIAL SERVICES

### **PURCHASE OF CARE (POC) SPECIAL COVID-19 BILLING INSTRUCTIONS FOR JANUARY THROUGH MARCH 2021**

The Department of Health and Social Services (DHSS) understands that many providers have concerns about Purchase of Care (POC) reimbursement during this crisis. Additionally, DHSS appreciates the need for additional support during such trying times. The following information provides guidance for the payment structure that will be in place during January through March 2021. DHSS will conduct an assessment to determine what further financial options are available for POC providers and families after March 2021.

#### **INSTRUCTIONS FOR OPEN PROVIDERS**

POC is reverting back to paying by actual attendance but understands that your attendance numbers may be impacted by children needing to quarantine, classroom size limitations, and other factors that limit your ability to have normal attendance counts. We will be using your February 2020 payments/billing plus your February 2020 authorized co-payments amount as the floor for the payments you will receive for the POC services provided in the months of January, February, and March 2021. Each month we will pay you at least what you were paid for your February 2020 POC services. If your actual monthly billing is greater than your 2020 baseline, then you will be paid your actual billing.

You will receive the following payments:

1. Payment based on actual attendance for the month: you will be paid the full POC rate for the attendance of POC children entered into PSS. These rates will include the co-pays owed by families.
2. If your current attendance payment is lower than your baseline month, you will receive a supplemental payment for the difference between your current attendance and the baseline.
  - a. Example 1: February 2020's baseline payment is \$5,000. January 2021's attendance entered into PSS is \$3,000. The difference between the baseline payment and current attendance is \$2,000. This means that a supplemental payment of \$2,000 is owed to the provider.

\$5,000	(February 2020 Baseline Payment)
- \$3,000	(Current Attendance in PSS)
= \$2,000	(Supplemental Payment)

- b. Example 2: January 2021's attendance entered into PSS is \$5,000. February 2020's baseline payment is \$2,000. Since the actual billing is higher than the baseline payment, the provider will not receive a supplemental payment.

### **ENTERING ATTENDANCE INTO THE PROVIDER SELF SERVICE PORTAL (PSS)**

Please enter your actual attendance into PSS by the **3<sup>rd</sup> Monday** of the month in order to ensure timely processing of your payment. Your PSS entry should reflect the attendance that is kept on your physical attendance sheets for each child. It is important to remember that you are now required to keep physical attendance sheets for six (6) years and continue to note "COVID-19" on these documents.

### **REQUESTING AN ALTERNATE BASELINE MONTH FOR REIMBURSEMENT**

Providers are permitted to choose an alternate baseline month. Providers may choose to use December 2019, January 2020, or March 2020 *actual billing* as their baseline month instead of February 2020. Please make a written request to the POC Team ([POCResource@delaware.gov](mailto:POCResource@delaware.gov)) **by January 22, 2021**. In this written request, please include your EIN, Site ID, Alternate Month Requested, and Reason for Request.

### **INSTRUCTIONS FOR PROVIDERS WHO INVOLUNTARILY CLOSE DUE TO COVID-19**

Childcare programs that temporarily close at the recommendation of or as a result of a recommendation of DPH due to positive COVID cases (staff or child) should contact [POCResource@delaware.gov](mailto:POCResource@delaware.gov) and [Belvie.Herbert@delaware.gov](mailto:Belvie.Herbert@delaware.gov) at DSS to discuss billing for the time you are closed.

### **INSTRUCTIONS FOR PROVIDERS WHO VOLUNTARILY CLOSE**

Childcare programs that voluntarily close in January, February, or March 2021 will be paid based on their actual attendance. This means that providers who close during the month will only be reimbursed based on their actual attendance for the month and will not qualify for the supplemental baseline reimbursement. It is important to remember that you are now required to keep physical attendance sheets for six (6) years and continue to note "COVID-19" on these documents.

### **PARENT CO-PAYS**

In an effort to provide additional stability for both providers and families, the State will continue to pay parent co-pays through March. Please do not charge families co-pays during this time, and refund any moneys collected for co-pays for the months covered in this notice.