

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

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January 6, 2023

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: TRANSPORTATION SERVICES MONTHLY REIMBURSEMENT RATE

Welfare and Institutions Code section 4639.6 authorizes the Director of the Department of Developmental Services (Department) to issue directives to regional centers as the Director deems necessary to protect consumer rights, health, safety, or welfare. Regional centers must comply with any directive issued by the Director pursuant to this section.

The Department recognizes that to continue to protect consumer health, welfare, safety and the right to access services of their choice, transportation services must be available. With staffing shortages across sectors and certain services being delivered remotely, the Department finds that continued access to transportation services may be supported by a temporary reimbursement methodology. This Directive authorizes providers of transportation services to use a monthly reimbursement rate for the provision of transportation services to individuals effective January 1, 2023 through December 31, 2023. Each provider will utilize a unique monthly reimbursement rate calculated based on their monthly average reimbursement prior to the pandemic, minus fuel expenses. This is the same rate that was calculated in March 2021. Providers using the monthly reimbursement rate may submit reimbursement claims for actual fuel expenses separately.

A billing unit for the monthly reimbursement rate is comprised of 19 or more one-way trips for an individual within a month. Providers are encouraged to offer services beyond the normal hours of operation and/or their typical destinations, thereby increasing opportunities for individuals to access transportation services. For each individual, providers may submit reimbursement claims for the following:

- One-quarter (0.25) unit for 1-6 trips
- Half (0.5) unit for 7-12 trips
- Three-quarters (0.75) unit for 13-18 trips
- One (1.0) unit for 19 or more trips

To use the monthly reimbursement rate, providers must certify agreement and ability to abide by the following conditions:

- Services will be responsive to the needs of individuals served, including service volume and schedules;

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- Detailed records will be maintained for transportation provided to each individual;
- Detailed records will be maintained for vehicle capacity for ambulatory and non-ambulatory passengers;
- Documentation of services provided will be maintained as required by California Code of Regulations, Title 17 section 54326(a)(3); and
- Quarterly reports will be submitted with information related to vehicle capacity. The Department will provide instructions for quarterly reporting in the near future.

The enclosed certification form shall be submitted to the regional center prior to submitting claims for reimbursement using the monthly rate. Providers may continue to use traditional reimbursement rates; however, only one reimbursement rate may be used for each individual in a given month. Regional centers shall confirm the unique monthly reimbursement rate with each provider and work with individuals to update service authorizations if needed.

The Department encourages transportation providers, regional centers and stakeholders to continue to network and evaluate new ways to meet the transportation needs of individuals. Discussion regarding options for service delivery in the future is forthcoming.

Consumers, family members or providers should contact their local regional center with any questions. Questions from regional centers should be directed to [ratesquestions@dds.ca.gov](mailto:ratesquestions@dds.ca.gov).

Sincerely,



NANCY BARGMANN  
Director

Enclosure

cc: Regional Center Administrators  
Regional Center Directors of Consumer Services  
Regional Center Community Services Directors  
Association of Regional Center Agencies  
Brian Winfield, Department of Developmental Services  
Carla Castañeda, Department of Developmental Services  
Jim Knight, Department of Developmental Services  
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