

April 10, 2025

D-2025-Quality Incentive Program-004

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: QUALITY INCENTIVE PROGRAM – PROVIDER DIRECTORY

The Department of Developmental Services (Department) released information describing the Quality Incentive Program (QIP) in the September 23, 2022 [letter](#). Overall guidance regarding rate reform was provided in the [D-2024-Rate Reform-001](#) letter. We recommend reviewing the overall guidance before reading this directive. This directive provides supplemental information to the [D-2024-Quality Incentive Program-003](#) directive covering QIP incentive payments through completion of “[Provider Directory](#)” activities.

Since the beginning of the QIP, service providers have been able to earn one-time lump-sum payments for achieving specific measures. Moving forward there will be a gradual transition from such payments to quality incentives as a portion of the rate reform reimbursement rate. *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 Directory Development**

The Provider Directory will be developed and deployed in several stages, adding features over time that will be useful to our community. The Department is working with regional centers and service providers to collect and verify service provider information in the online portal. This information is reconciled with data from existing systems.

Regular updates will continue on the Provider Directory’s progress and the Department will seek community input about future stages.

### **Data Collection Process**

To move information on service providers from existing systems into the provider directory, efforts must be made to ensure data is current and accurate. This requires service providers, regional centers, and the Department to coordinate, collect and confirm basic information on our service providers. This process includes the two steps, completed within timelines specified in the original QIP directive ([D-2024-Quality Incentive Program-003](#)).

During this process, some service provider information was newly added, never reported, incorrect, or incompletely reported. As a result, these service providers need

to complete the steps listed above, and new or updated information needed to be loaded into the directory for validation. These service providers are categorized as outlined below:

**Provider Groupings:** The Department has consolidated six previous provider group lists into three to simplify QIP eligibility verification. Service providers can locate their **vendor name** and **number** on these lists on the [Provider Directory website](#) to affirm 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 can then review the Need Survey or New Providers lists to identify next steps needed to qualify. The lists are explained on the website, are updated weekly, and are the basis for each provider to attain the quality incentive rate payments.

1. *QIP Eligible:* Service providers on this list will receive the full benchmark rate (100 percent) effective January 1, 2025, even if retroactively.
  - Vendors that have not yet registered and/or completed their data submission must complete all the steps in the Provider Directory to keep the full benchmark rate.
2. *Need Survey:* Service providers that reported to program support that they did not complete the original survey.
  - To be eligible to receive the benchmark rate, these vendors will need to create their Provider Directory account and submit their information. Service providers who register and submit will be eligible starting the service month after submitting their information within the provider directory.
  - Support requests for vendors on these lists have been received and logged. A team member will make contact to provide next steps.
3. *New Providers:* 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 vendorization.
  - New service providers must register and submit their records in the directory within 45-days from receiving the invite to the Provider Directory to keep the benchmark rate (100 percent). Service providers who miss the 45-day window will be lowered to the base rate (90 percent) the following service month.

**Incentive Payments:** The one-time lump-sum incentive payment amounts are established by the quantity of vendor numbers associated with a service provider organization, as outlined in the original directive ([D-2024-Quality Incentive Program-003](#)).

**Incentive Payment Processing**

At the time incentive payments are made, the service provider must be a current regional center vendor. Regional centers are expected to issue incentive payments within 90 days from receipt of the eligible service provider list.

All payments made under the QIP are subject to fiscal review and/or audit. Please share these instructions with your administrative and fiscal staff responsible for issuing payments to providers.

Service providers, individuals, and/or their families should contact their regional center with any questions. Questions from regional centers may be directed to [QIPquestions@dds.ca.gov](mailto:QIPquestions@dds.ca.gov).

Sincerely,

*Original Signed by:*

CARLA CASTAÑEDA  
Acting Director

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  
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