

June 9, 2025

D-2025-Rate Reform-004

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: ENFORCEMENT OF SERVICE ACKNOWLEDGEMENT FORM AND
PROVIDER DIRECTORY REQUIREMENTS

This directive provides next steps for enforcing completion of the Service Acknowledgment Form (SAF) and Provider Directory activities described in the Department of Developmental Services (Department) directive [D-2025- Rate Reform-001](#). Service providers who did not meet the May 30, 2025 deadline to complete the SAF and Provider Directory activities are subject to suspension of billing starting July 1, 2025, and possible termination of vendorization for noncompliance, as detailed below. Additionally, service providers that did not meet the May 30, 2025 deadline for the Provider Directory activities are not eligible for the Quality Incentive Program (QIP) portion of their rate and will have their billing suspended until they become compliant.

Loss of QIP Portion of the Rate:

As outlined in the April 1, 2025 directive [D-2025-Rate Reform-001](#), service providers who failed to complete the Provider Directory activities by the May 30, 2025 deadline no longer are eligible for the QIP portion of their rate for each vendorization that was incomplete. Unless held harmless as explained on page 2 of the [September 19, 2024 directive](#), service providers will have their rates for each incomplete vendorization set at the base rate listed in their rate workbook, effective July 1, 2025. Those incomplete vendorizations also are ineligible to receive the QIP portion of the rate until they earn the QIP portion of the rate for the 2026-27 fiscal year which begins on July 1, 2026. The Department will post on the [rate reform update website](#) by June 20, 2025 a list of service providers, by vendor number, who failed to timely complete this activity.

Billing Suspension:

Service providers are required to complete the SAF and Provider Directory activities as a condition of their vendorizations(s), regardless of QIP eligibility. This must be completed by June 30, 2025. After that date, any service provider still not compliant with the SAF or Provider Directory activities will not be able to bill for services until they become compliant. The Department will issue a list of impacted service providers as soon as possible after July 1, 2025.

Regional centers must follow the steps in Attachment A to suspend billing until the service provider has achieved compliance, and to restore billing thereafter. Once the required activities are completed, the service provider may bill for services, including for services provided before or during the period of billing suspension.

The application of billing suspension does not apply to any billing or payments for share of cost for residential placements which should proceed uninterrupted. Regional centers and all providers are reminded that Welfare and Institutions Code section [4641.5](#) requires use of the e-billing system. Regional centers must use this opportunity to cease the use of paper or other billing outside of that system.

Service Provider Engagement:

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). Regional centers should continue outreach efforts to impacted providers to gather the SAF and/or Provider Directory validation. On a weekly basis, regional centers must report progress on the SAF and collect the needed information from service providers who are active and not loaded in the Provider Directory (Attachment B). The Department's Provider Directory support team will continue to load service providers to the Provider Directory weekly and updated lists can be found on the Department's dedicated provider directory page: <https://www.dds.ca.gov/initiatives/provider-directory/>.

Timeline of Events:

Activity:	Deadline:
Deadline to submit SAF and Provider Directory activities	May 30, 2025
Updated QIP Ineligible List	Before June 20, 2025
Late SAF or Provider Directory activities	June 1-30, 2025
Billing Suspension	July 1, 2025

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

Attachments

cc: Regional Center Administrators
Regional Center Directors of Consumer Services
Regional Center Community Services Directors
Association of Regional Center Agencies