

June 26, 2025

D-2025-Rate Reform-005

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: RATE REFORM – PROVIDER DIRECTORY: REGISTRATION AND RATES
FOR NEW SERVICE PROVIDERS

This directive provides information on the rate-setting process for new vendorizations and establishing rates. The Department of Developmental Services' (Department's) directive [D-2025-Rate Reform-001](#) required the completion of the registration and validation requirements for the Provider Directory, and signature of Service Acknowledgment Forms, by May 30, 2025.

Service providers providing services included within rate reform that are defined by any of the following: (1) are vendored after July 1, 2025, or (2) have not billed for services since July 1, 2024 and have not previously completed registered for validated the services in the Provider Directory, or (3) have a change in ownership that results in new controlling interest entities listed on the disclosure form (DS-1891) will receive the base rate (90 percent) of their applicable rate model from the time of their vendorizations or the time services are reactivated. These providers will receive a Provider Directory invitation link from caddspod@servicenowservices.com after vendorization or reactivation of services.

- Providers who transition from one vendorization to another as a part of any alignment required by rate reform will retain their Quality Incentive Program (QIP) status from their previous vendorization.
- Service providers who have a change in corporation status that results in a tax identification number change but does not change the controlling interest shall retain their prior QIP status.

To receive the QIP portion of the rate, these service providers must register and then validate their records into the Provider Directory within 45 days of receiving the invitation to the Provider Directory. Service providers must perform **both** registration and validation in order to attain the QIP portion of the rate, which shall be effective the month following completion of those activities. Service providers who do not complete both activities within 45 days of receiving the invitation to the Provider Directory will not be eligible for the QIP portion of the rate until the next rate cycle begins on July 1, 2026. Providers that do not complete both activities within 90 days of receiving the invitation to the Provider Directory also will have their billing suspended until compliant.

To facilitate the loading of new vendorizations into the Provider Directory, regional centers must complete [Attachment B](#) from Directive [D-2025 Rate Reform-004](#) within the Regional Center Portal on an ongoing basis. The Department will upload service providers into the Provider Directory weekly. The same process applies to reactivate service providers who have not billed since July 1, 2024 and begin billing for services again.

Regional centers should be aware that when statewide use of the vendorization process within the Provider Directory is mandated later this calendar year, pursuant to later-issued instructions, Attachment B no longer will be necessary.

Provider Directory Process Flow

New Vendorizations:

Step	Activity	Description	Schedule	Responsible Party
1	New Vendorization	A new vendorization is created in the SANDIS/UFS system.	As vendorizations occur	Regional Center
2	Update RC Portal	The newly issued vendor number and supplemental information is entered into the RC Portal document entitled "PD Data Collection Tool."	Weekly by close of business Wednesdays	Regional Center
3	Load to the Provider Directory	The information contained in the collection tool is used to import the vendor record into the Provider Directory.	Weekly each Friday	Department
4	Invite to the Service Provider Directory	An automated invite link is sent to the newly vendored service provider.	Within one business day from load	Department
5	Registration and Validation	The service provider registers and completes the validation process in the Provider Directory. Existing service providers will use their existing login to complete the validation process for the new vendorization.	Within 45 days from invite	Service Provider
6	Issuance of QIP Rate	Once validated by the service provider, the regional center may issue the QIP portion of the rate (benchmark rate) effective the following month.	The service month following completion of step 5	Regional Center
7	e-Billing Suspension	Service providers who do not complete step 6 will not be able to bill until validation is completed.	After 90 days, if not validated	Regional Center

Existing Vendors Reactivating a Vendorization Code Billing after July 1, 2024:

Step	Activity	Description	Schedule	Responsible Party
1	New billing	The newly used vendor number and supplemental information is entered into the RC Portal document entitled "PD Data Collection Tool."	Weekly by close of business Wednesdays	Regional Center
2	Load to the Provider Directory.	The information contained in the collection tool is used to import the vendor record into the Provider Directory	Weekly each Friday	Department
3	Invite to the Provider Directory	An automated invite link is sent to the newly vendored service provider.	Within one business day from load	Department
4	Registration and Validation	The service provider registers and completes the validation process in the Provider Directory. Existing service providers will use their existing login to complete the validation process for the reactivated vendorization.	Within 45 days from invite	Service Provider
5	Issuance of QIP Rate	Once validated by the service provider, the regional center may issue the QIP portion of the rate (benchmark rate) effective the following month.	The service month following completion of step 5	Regional Center
6	e-Billing Suspension	Service providers who do not complete step 5 will not be able to bill until validation is completed.	After 90 days, if not validated	Regional Center

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

Sincerely,

Original Signed by:

AARON CHRISTIAN

Chief, Population Risk, Quality Assurance, and Data Operations

cc: Regional Center Administrators
Regional Center Directors of Consumer Services
Regional Center Community Services Directors
Association of Regional Center Agencies
Dana Simon, Department of Developmental Services