



BRADLEY P. GILBERT, MD, MPP  
DIRECTOR

State of California—Health and Human Services Agency  
Department of Health Care Services



GAVIN NEWSOM  
GOVERNOR

**Date:** May 14, 2020

**PPL No. 20-015**

**To:** Local Governmental Agency (LGA) Coordinators for the Targeted Case Management (TCM) Program

**SUBJECT: Guidance Regarding Electronic Submission of Invoices during the COVID-19 State of Emergency**

The purpose of this Policy and Procedure Letter (PPL) is to provide guidance to LGA Coordinators and Authorized Signers regarding a temporary and voluntary alternative process for electronic submission of invoices during the state of emergency due to the outbreak of the novel coronavirus known as COVID-19 (State of Emergency).

Effective as of the date of this PPL, in addition to a physical invoice containing a wet signature sent via mail, the Department of Health Care Services (DHCS) will temporarily accept a scanned color copy of an invoice or an electronically signed invoice submitted via email.

### **Current TCM Invoice Process**

In accordance with the [TCM Provider Manual](#), Section 8, Page 8-29, LGA Coordinators are required to print invoices on official county letterhead, obtain the signature of the LGA's Authorized Signer (as previously indicated by the LGA on the LGA Signature Authority Request Form submitted to DHCS), and submit physical invoices to DHCS. The LGA Authorized Signer's full name, title, and signature are required in blue ink. The LGA Coordinator must also include a cover letter along with the invoice(s) which identifies the enclosed invoice(s) and any special instructions and allows DHCS to verify the total number of invoices received along with their respective invoice numbers. In accordance with the TCM Provider Manual, Section 8, Page 8-27, the date of mailing stamped on the envelope is considered the postmarked date for each of the enclosed invoices.

### **New Temporary and Voluntary Alternative Process**

After the LGA Coordinator has created a TCM invoice, it can be submitted via email using either of the two options listed below. However, each option also requires the physical submission of the original cover letter and invoice(s) to DHCS via mail within

60 days after the State of Emergency has been terminated, otherwise any invoices that were processed and paid will be considered incomplete and may be subject to recoupment by DHCS.

During this temporary submission process, to determine whether an invoice was submitted within the 12-month requirement stated in Section 8 of the TCM Provider Manual, the date the LGA Coordinator's email with electronic copies of the cover letter and invoice(s) attached was sent to DHCS will be considered the postmarked date.

#### Option 1

- The LGA Coordinator may submit a scanned color copy of the cover letter and invoice(s) via email to their TCM Program analyst. The signature on the scanned color copy of the invoice must match the signature provided on the LGA Signature Authority Request Form. In addition, the cover letter and email subject lines must state "COVID-19 State of Emergency Invoice." The physical invoice(s) bearing a wet signature must be submitted to DHCS within 60 days after the State of Emergency has terminated and must state "Previously Submitted Electronically" on the top center of the invoice to indicate that the physical invoice is a copy of a previously submitted electronic invoice. If the LGA Coordinator fails to submit physical copies of such invoices bearing a wet blue ink signature, then the invoices will be considered incomplete and any invoices processed and paid electronically may be subject to recoupment by DHCS.

#### Option 2

- The LGA Coordinator may submit a cover letter and invoice utilizing DocuSign and email the executed documents to their TCM Program analyst. Please note that the LGA Coordinator's initiation of the DocuSign invoice must include a location designation on each invoice for the signature, date, and title for the LGA Authorized Signer, the TCM Program analyst, and the TCM Program manager. The electronic signature on the DocuSign invoice must match the name provided on the LGA Signature Authority Request Form. In addition, the cover letter and email subject lines must state "COVID-19 State of Emergency Invoice." The physical invoice(s) bearing a wet signature must be submitted to DHCS within 60 days after the State of Emergency has terminated and must state "Previously Submitted Electronically" on the top center of the invoice to indicate that the physical invoice is a copy of a previously submitted electronic invoice. If the LGA Coordinator fails to submit physical copies of such invoices bearing a wet blue ink signature, then the invoices will be considered incomplete and any invoices processed and paid electronically may be subject to recoupment by DHCS.

In the event the LGA Coordinator is unable or elects not to submit invoices in accordance with options 1 and 2 above, physical (hard copy) invoices must continue to

be submitted via mail, to which the current invoice submission process described above will apply, in order to receive reimbursement.

### **Termination of the State of Emergency**

This PPL will cease to be in effect upon the termination of the State of Emergency. DHCS will issue a PPL notifying all LGAs when the State of Emergency has ended. Once notified, LGAs must immediately resume submitting physical invoices with wet signatures per the current TCM invoice process.

For questions regarding this PPL, please contact DHCS at [TCM-DHCS@dhcs.ca.gov](mailto:TCM-DHCS@dhcs.ca.gov).

Sincerely,

### **ORIGINAL SIGNED BY**

Shelly Taunk, Chief  
County Based Claiming and Inmate Services Section  
Local Governmental Financing Division