



## Allegheny County Department of Human Services Helpful Resources

### Guidance Related to COVID-19 Lost Revenue and Uncovered Expenses

DHS and its network of providers are incurring new expenses due to the COVID-19 pandemic. In addition, some providers may be facing lost revenue due to COVID-related reductions in units of billable service. DHS is actively communicating with funding agencies in an attempt to identify fiscal solutions to these challenges.

At this time, DHS has initiated a new process for collecting information from providers related to lost revenue and uncovered expenses. Lost revenue is revenue that has been lost due to a COVID-19 related disruption in an agency's delivery of billable units of service. The opportunity to report lost revenue applies to fee for service programs with an existing DHS contract allocation only. Lost revenue reported to DHS should consist of revenue needed to cover incurred expenses only, such as facility maintenance, staff retention. Uncovered expenses are expenses incurred due to COVID-19 for which an agency has neither received an allocation from DHS, nor anticipates reimbursement from other agencies such as FEMA/PEMA. All providers have the opportunity to report and document uncovered expenses.

Please follow this process to report lost revenue and new, uncovered expenses incurred due to COVID-19. Providers can learn more about this process through this Master Provider Enterprise Repository (MPER) [User Guide](#) and [eLearning video](#). Please direct questions about this new MPER reporting process to your DHS fiscal lead or to [DHSPROVIDERRESOURCEHUB@allegHENYCOUNTY.US](mailto:DHSPROVIDERRESOURCEHUB@ALLEGHENYCOUNTY.US).