



## OPERATIONAL MEMO

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<b>TITLE:</b>	<b>OVERVIEW OF SUPPORT LEVEL REVIEW PROCESSES AND REVISED REQUEST FORM</b>
<b>SUPERSEDES NUMBER:</b>	<b>OM 20-084</b>
<b>EFFECTIVE DATE:</b>	<b>APRIL 1, 2022</b>
<b>DIVISION AND OFFICE:</b>	<b>CASE MANAGEMENT AND QUALITY PERFORMANCE DIVISION, OFFICE OF COMMUNITY LIVING</b>
<b>PROGRAM AREA:</b>	<b>CASE MANAGEMENT UNIT</b>
<b>KEY WORDS:</b>	<b>SUPPORTS INTENSITY SCALE, SIS, HCBS-DD, HCBS-SLS, SUPPORT LEVEL, SUPPORT LEVEL REVIEW, SIS RE-ASSESSMENT</b>
<b>OPERATIONAL MEMO NUMBER: HCPF OM 22-016</b>	
<b>ISSUE DATE: MARCH 29, 2022</b>	
<b>APPROVED BY: AMANDA LOFGREN</b>	

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### **Purpose and Audience:**

The purpose of this Operational Memo is to inform Case Management Agencies (CMAs) of operational instructions on submitting Support Level Review (SLR) requests, introduce the revised SLR request form and accompanying desk guide, and announce a technical assistance call.

### **Background:**

Completion of a Supports Intensity Scale (SIS) Assessment is a requirement for a member to participate in the Home and Community-Based Services- Supported Living Services (HCBS-SLS) or the Home and Community-Based Services for Persons with Developmental Disabilities (HCBS-DD) waiver. Specific scores from the member's SIS assessment, in addition to other factors, are used to obtain the member's Support Level.

In accordance with 10 CCR 2505 8612.4, the member, legally authorized representative, or family member may request a review of the member's Support Level

when they believe the Support Level does not meet the current needs of the member. The case manager, in conjunction with the interdisciplinary team (IDT), examines the assessment to determine whether a SIS reassessment or SLR is warranted. CMAs shall complete the appropriate Department prescribed request form (SLR or reassessment) and gather the information as required by the Department. The following is an outline of the SLR process: contacts, timelines, submitting a request, and examination by the SLR Review Panel.

### **Examination Process and Timelines:**

The SLR Review Panel is regulatorily required to convene at least monthly; currently, the Department exceeds this requirement by convening the panel on the second and fourth Thursday of each month. The panel reviews requests in accordance with the schedule below:

<b>SLR request submitted by 1:00 PM on:</b>	<b>Will be reviewed by the panel on:</b>
1st Thursday of the month	2nd Thursday of the month
3rd Thursday of the month	4th Thursday of the month

The timeline may occasionally vary due to holidays; the SIS coordinator for each respective CMA is notified of any revisions to the typical schedule.

Written notice of the Review Panel's decision will be sent out within 15 business days of determination. The panel makes its best effort to align SLR approvals with the member's certification period; however, there may be instances in which an approval expires prior to the certification end date or may extend beyond the certification end date if deemed necessary.

### **Factors Negatively Impacting Review Timelines:**

An SLR request may be delayed if the Department determines that a request is incomplete or does not contain essential, individualized information indicating why the SLR is being submitted. Information that is commonly omitted or entered inaccurately includes: date of birth, algorithm Support Level, date of most recent SIS assessment, name of member or legally authorized representative who reviewed the request, and supporting documentation related to the request. Additionally, the panel is unable to appropriately evaluate Support Level 7 requests submitted without a "Level 7 Rate Request Form." If essential information is not provided, the CMA will be notified that

more information is needed. The revised request will then be reviewed according to the schedule above.

### **Revised Form and Additional Guidance:**

On April 1, 2022 the Department will post a revised SLR form to the Department's [website](#). This will be the only acceptable form for SLR requests submitted on or after April 7, 2022; all other versions will then be formally rescinded. A desk guide will be made available to assist the case manager in completing the form completely and accurately. A technical assistance call is scheduled for March 31, 2022, in which the new form will be reviewed in-depth.

### **Department Contacts & Assistance:**

CMA questions and requests regarding SIS and Support Level topics are managed within the Office of Community Living's Case Management Unit. Due to the increased volume of CMA contacts, two general delivery email boxes have been established. CMAs are asked to send emails as indicated:

[sis\\_sl@state.co.us](mailto:sis_sl@state.co.us): This email should be used exclusively for:

- CMA submission of SLR and SIS Re-Assessment requests
- CMA submission of documents meant to supplement a SLR or SIS Re-Assessment request

[hcpf\\_hcbs\\_casemanagement@state.co.us](mailto:hcpf_hcbs_casemanagement@state.co.us): This email should be used for all other SIS and Support Level related inquires, including but not limited to:

- CMA staff seeking an update or information on a SLR or SIS Re-Assessment request or decision
- CMA Staff reporting issues with SIS Online
- CMA Staff reporting issues the Support Level in the Bridge
- CMA Staff requesting a Regional Center override
- Members, legally authorized representative, or family member as appropriate, wishing to file a complaint regarding the administration of the SIS assessment pursuant to 10 CCR2505-10 8.612.2.E

- Members enrolled in HCBS-SLS, legally authorized representative, or family member as appropriate, requesting a review of a SLR Panel decision pursuant to 10 CCR 2505-10 8.612.4.D.2
- General information requests or technical assistance related to SIS and Support Level issues

**Attachment(s):**

None

**Department Contact:**

[hcpf\\_hcbs\\_casemanagement@state.co.us](mailto:hcpf_hcbs_casemanagement@state.co.us)