



OPERATIONAL MEMO

Title: Supports Intensity Scale/Support Level Rule Revisions	Topic: Supports Intensity Scale - Case Management
Audience: Case Management Agencies	Sub-Topic: Case Management SIS/Support Level processes
Supersedes Number: N/A	Division: CMQP
Effective Date: May 31, 2023	Office: Office of Community Living
Expiration Date: December 31, 2024	Program Area: Case Management
Key Words: SIS, Supports Intensity Scale, Assessment, Support Level, Support Level Algorithm, Rules, Risk Factors	
Legal Authority: Sections 25.5-1-301 through 25.5-1-303, C.R.S.	
Memo Author: Mariah Kohlruss-Ecker	
Operational Memo Number: HCPF OM 23-035	
Issue Date: May 24, 2023	
Approved By: Amanda Lofgren	

HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

Purpose and Audience:

The purpose of this Operational Memo is to provide direction on the implementation of the revised Supports Intensity Scale (SIS) and Support Level rules effective 03/30/2023. The audience is case managers and case management supervisors at Case Management Agencies (CMAs).

Background:

The SIS is an assessment used by the Department of Health Care Policy & Financing (HCPF) to determine a Member's Support Level when enrolled in Home and Community-Based Services (HCBS)-DD or HCBS-SLS waiver services. The Support Level is determined using select domains of the SIS.

Over approximately a year, HCPF worked with community partners to develop and implement a plan to address concerns related to the SIS assessment and related Support Level outcomes. This collaborative work resulted in the need to revise the Colorado

Code of Regulations related to the administration of the SIS assessment and Support Levels.

The Medical Services Board adopted the Supports Intensity Scale and Support Level rule revisions on February 10, 2023, with an effective date of March 30, 2023, and an anticipated implementation date of May 31, 2023. HCPF will work through the month of May to train Case Management Agencies on the implementation of these rule revisions.

Information:

1. SIS Assessment Distribution as outlined in 10 CCR 2505-10 Section 8.612.1.F:

The Case Management Agency (CMA) must inform the Member, their guardian, or their legally authorized representative that they will receive a copy of the SIS assessment within 30 days of the SIS interview date. The CMA must then distribute a copy of the SIS assessment, attached to the standardized cover letter provided by the Department.

The SIS assessment results can be obtained through SIS Online and are identified as the “Family Friendly Report”. The CMA must document the date the SIS assessment was distributed to the Member, their guardian, or their legally authorized representative, in the HCPF-prescribed system log notes.

2. SIS Results Overview as outlined in 10 CCR 2505-10 Section 8.612.1.F.1-2:

“The CMA case manager will provide an overview of the results of the most recent SIS assessment during the Initial or continued stay review (CSR) person-centered support planning meeting.”

The case manager will use the CMA Overview Guide for Supports Intensity Scale Assessment and Support Level Results provided by HCPF and may refer to AAIDD’s Respondent Handbook. The case manager will document that this overview was provided to the Member in the relevant service planning log note in the HCPF-prescribed system.

This overview must include discussion of:

- A. The Exceptional Medical and/or Behavioral Support Needs identified in Section 1 of the SIS assessment
- B. The areas of priority support needs identified in Section 2 of the SIS assessment

- C. The resulting Support Level (SL)
- D. Any Risk Factors, Support Level Reviews, and overrides that are currently in place in the Department prescribed system
- E. The services necessary to meet these priority support needs areas

If, upon review of the results of the SIS assessment and the Support Level, there is a significant change in the Member's condition or circumstances, the case manager should refer to the SIS Reassessment request process, as outlined in 10 CCR 2505-10 8.612.1.G-H, or the Support Level Review (SLR) request process, as outlined in 10 CCR 2505-10 8.612.4.

The Member may request initiation of either of these processes to their CMA. The CMA is required to submit the request to HCPF, on behalf of the Member.

3. Safety Risk Transition Plan as outlined in 10 CCR 2505-10 Section 8.612.3.D:

For Member's who are transitioning from higher Support Levels based on existing Rights Modifications for line-of-sight supervision, to lower Support Levels with less supervision, a Support Level Review request may be used to assist the Member in a more gradual and structured, step-down transition.

Allowing any unsupervised time without a controlled environment, as outlined in a Member's Rights Modification, excludes the Member from Safety Risk Factor determination.

For circumstances in which a Member's behavior does not satisfy a Safety Risk Factor definition, but the Member's needs continue to be substantially higher than those typical of their assigned Support Level (without adjustments for risk factors) and a Rights Modification continues to be in place, the interdisciplinary team (IDT) may consider a SLR request, as outlined in 10 CCR 2505-10 8.612.4.

If the IDT determines a SLR request is needed, the CMA shall submit a SLR request which includes, but is not limited to, detailed information from the Person-Centered Support Plan describing the extensive supports needed and the Rights Modification(s), to include all requirements outlined in Section 8.508.102 and Section 8.484.5.

Furthermore, the SLR request shall describe and outline the following items:

- A. The plan included in the Rights Modification in order to restore the Member's rights in a comprehensive and structured transitional manner, sometimes referred to as a "fading plan" or "right's restoration plan";
- B. The steps taken in the plan and any progress that has been made to date;

- C. The extensive supports and supervision levels that are needed to maintain the Member's and/or community's safety;
- D. If a Right Modification includes a controlled environment (i.e., locked/secured setting, window/door alarms, delayed egress, video/audio monitoring), describe how these are being or have been reduced to lesser restrictive methods or discontinued; and,
- E. The Support Level necessary to meet the Member's needs during this transition period.

HCPF shall review the SLR request which includes these transition elements as outlined in 10 CCR 2505-10 Section 8.612.4.

This Rights Modification transition plan and Support Level associated with it must be reviewed by the IDT every six months and the CMA must document the outcome in the Member's record log notes as well as update the Rights Modification section of the Person-Centered Support Plan, in the HCPF-prescribed system.

Rights shall be restored as soon as circumstances justify.

When rights are restored prior to the end date of the SLR approval period, the CMA shall notify the Department of the change in support needs by contacting the SIS/SL Inbox at sis_sl@state.co.us.

When the right(s) are restored, HCPF shall adjust the Support Level override in the prescribed system to the original assessed algorithm Support Level.

HCPF will notify the CMA of any final Support Level changes and the effective date.

The CMA shall make any necessary Person-Centered Support Plan (PCSP) and Prior Authorization Request (PAR) revisions resulting from the Support Level changes within ten (10) business days of the affected Support Level change. The CMA will notify the Member of Support Level changes pursuant to 10 CCR 2505-10 Section 8.612.3.E.

4. Extended Complaint Process filing period found in 10 CCR 2505-10 Section 8.612.2.A:

The complaint filing timeframe for Members, their guardian, or their legally authorized representative is now 30 calendar days.

5. Updated Algorithm Table found in 10 CCR 2505-10 Section 8.612.3.I:

HCPF clarified the Support Level algorithm table with specific thresholds, identifying the “floors” and “ceilings” for each Support Level. This has not changed the algorithm; it just more clearly articulates the thresholds that have always been present and used to calculate Support Levels.

Action To Be Taken:

Case managers will use the attached standardized forms and guidance to implement the requirements of the revised Supports Intensity Scale and Support Level Rules, as indicated above, by May 31, 2023.

10 CCR 2505-10 8.600.4 Definition(s):

“Extreme Safety Risk to Self” **means** a factor in addition to specific Supports Intensity Scale (SIS) scores that is considered in the calculation of a Client's support level. This factor shall be identified when a Client:

1. Displays self-destructiveness related to self-injury, suicide attempts or other similar behaviors that seriously threaten the Client's safety; **and**,
2. Has a rights suspension in accordance with Section 8.604.3 or has a court order that imposes **line of sight supervision** unless the Client is in a controlled environment that limits the ability of the Client to harm himself or herself.

“Public Safety Risk-Convicted” **means** a factor in addition to specific SIS scores that is considered in the calculation of a Client's support level. This factor shall be identified when a Client has:

1. Been found guilty through the criminal justice system for a criminal action involving harm to another person or arson and who continues to pose a current risk of repeating a similar serious action; and,
2. A rights suspension in accordance with Section 8.604.3 or through parole or probation, or a court order that imposes line of sight supervision unless the Client is in a controlled environment that limits his or her ability to engage in the behaviors that pose a risk or to leave the controlled environment unsupervised.

“Public Safety Risk-Not Convicted” means a factor in addition to specific SIS scores that is considered in the calculation of a Client's support level. This factor shall be identified when a Client has:

1. Not been found guilty through the criminal justice system, but who does pose a current and serious risk of committing actions involving harm to another person or arson; **and**,
2. A rights suspension in accordance with Section 8.604.3 or through parole or probation, or a court order that imposes **line of sight supervision** unless the Client is in a controlled environment that limits his or her ability to engage in the behaviors that pose a risk or to leave the controlled environment unsupervised.

“Member” has the same meaning as the terms “Member” and/or “Client” as defined in Sections 8.500 and 8.500.90.

Attachment(s):

HCBS Waiver Supports Intensity Scale (SIS) Assessment and Support Level Information and Disclosure - Updated May 2023

SIS Assessment Report Cover Letter - New May 2023

Support Level Review Request Form - Updated May 2023

Department Contact:

Mariah Kohlruss-Ecker - Assessment Quality Lead

Mariah.Kohlruss-Ecker@state.co.us