



OPERATIONAL MEMO

Title: Support Level Bridge System Enhancement	Topic: Case Management
Audience: Case Management Agencies, Community Center Boards	Sub-Topic: HCBS
Supersedes Number: N/A	Division: Case Management and Quality Performance Division
Effective Date: May 15, 2024	Office: Office of Community Living
Expiration Date: June 12, 2026	Program Area: Supported Living Services and Developmental Disability Services
Key Words: Risk Factor, Public Safety Risk, Extreme Risk to Self, Support Intensity Scale, SIS, HCBS-DD, HCBS-SLS, Support Level, Support Level Mismatch, PAR Authorization, Support Level E	
Legal Authority: 10 CCR 2505-10 8.600	
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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 information and operational directions to Case Management Agencies on Support Level, Risk Factor Assessment (please refer to [HCPF IM 22-011](#) for additional information), and Prior Authorization Request (PAR) related system enhancements in the Bridge (interChange) for members enrolled in the Home and Community-Based Services (HCBS) Supported Living Services (SLS) or Developmental Disabilities (DD) waivers.

Information:

The Bridge, a subsystem of the interChange, is used by case managers to create HCBS Pre-Prior Authorizations (PPAs). System changes were implemented in the Bridge effective May 15, 2024. These system enhancements will ensure that case managers enter the Member's Calculated Support Level, Risk Review, and PPA information accurately and timely for members enrolled in the HCBS-DD Waiver or HCBS-SLS Waiver. This change will prevent errors and will also end the need for case management supervisors to approve and submit all HCBS-DD PARs.

Action To Be Taken:Support Level Services on the PPA

The assigned Calculated Support Level in the Bridge is the Member's Support Level once a Risk Factor and/or Override has been applied to their Algorithm Support Level. A case manager may only add services to the HCBS-DD and HCBS-SLS PPA when the Support Level of those services matches the member's assigned Calculated Support Level in the Bridge. The effective date and end date of the Support Level-specific services on the PPA line **must** align or fall within the dates of the member's assigned Calculated Support Level. This applies to Support Levels one through seven.

Risk Record

All HCBS-DD and HCBS-SLS PPAs require an annual entry of the Risk record whether or not the Member has a Safety Risk Factor. The Member's Calculated Support Level *may* update based on the Risk "Effective Date" entered in the Risk tab in the Bridge.

The effective date of the Risk record must fall between the PPA Certification Start Date and PPA Certification End Date OR it must fall within no more than the 90 days prior to the PPA Certification Start Date. The case manager will not be able to submit the PPA unless an appropriate Risk record has been entered within the required timeline.

Support Level E: HCBS-SLS Waiver

The Department of Health Care Policy and Financing (HCPF) will continue to approve Prior Authorization Requests (PARs) in the Bridge for Support Level E members on the HCBS-SLS waiver. Please reach out to the Over Cost Containment (OCC) email inbox at ltssocc@state.co.us to request approval.

Definition(s):**10 CCR 2505-10 8.600.4**

Extreme Safety Risk to Self: “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:

- A. Displays self-destructiveness related to self-injury, suicide attempts or other similar behaviors that seriously threaten the Client’s safety; and,
- B. 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 controlled environment that limits the ability of the Client to harm himself or herself.

Public Safety Risk - Convicted: “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:

- A. 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,
- B. 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: “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:

- A. 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,
- B. 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.

Attachment(s):

Please refer to the Risk Factor Training - May 2024 found here:

<https://hcpf.colorado.gov/long-term-services-and-supports-case-management-tools>

HCPF Contact:

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