



OPERATIONAL MEMO

Title: Extraordinary Cleaning Waiver Benefit	Topic: Benefits
Audience: Case Management Agencies (CMAs), Provider Agencies, Supported Living Services (SLS) and Children's Extensive Support (CES) Waiver Members	Sub-Topic: HCBS
Supersedes Number: N/A	Division: Benefits and Services
Effective Date: July 1, 2025	Office: Office of Community Living
Expiration Date: July 1, 2027	Program Area: Home and Community Based Services - Children's Extensive Support Waiver (HCBS-CES) and Home and Community-Based Services - Supported Living Services Waiver (HCBS-SLS)
Key Words: Extraordinary Cleaning, Homemaker, HCBS, Home and Community Based Services, Supported Living Services, SLS, Children's Extensive Support, CES	
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Purpose and Audience:

The purpose of this Operational Memo is to notify case managers, service providers, members, families, and other interested stakeholders of the Extraordinary Cleaning waiver benefit and upcoming changes to the Enhanced Homemaker benefit.

Information:

Extraordinary Cleaning is a new benefit that will be available to members on the Supported Living Services (SLS) and Children's Extensive Support (CES) waivers effective July 1, 2025. With the implementation of Community First Choice (CFC),

Enhanced Homemaker on the SLS and CES waivers will be discontinued effective June 30, 2026. Enhanced Homemaker services include basic homemaker services with the addition of either procedures for habilitation or procedures to perform extraordinary cleaning. The habilitation services available under Enhanced Homemaker will now be available as part of Homemaker services through CFC, while the Extraordinary Cleaning component of Enhanced Homemaker will remain as a waiver service.

Extraordinary Cleaning Services are specialized cleaning, disinfection, and sanitization services that are necessary to ensure a safe, hygienic living environment and prevent the spread of infectious diseases or pathogens. Extraordinary cleaning includes the use of commercial-grade products, infection control protocols, handling and disposal of biohazard materials, and specialized materials or equipment. Extraordinary Cleaning Services tasks are beyond routine homemaking tasks and are necessary to ensure a safe and hygienic living environment and must be needed due to or as a result of a Member's disability.

Extraordinary Cleaning Services Inclusions

Extraordinary Cleaning tasks may include:

- Cleaning floors and other household services using Commercial-Grade equipment
- Laundering and disinfecting a Member's clothing, towels, bedding or linens soiled with blood or other bodily fluids
- Air duct cleaning that is essential for the health and safety of the Member that mitigates disability-related health complications

The above list is not all inclusive and other tasks may be permitted as appropriate.

Extraordinary Cleaning Services Exclusions

Extraordinary Cleaning Services may not include:

- Personal Care Services, as defined in 8.7538 (effective July 1, 2025)
- Homemaker Services, as defined in 8.7527 (effective July 1, 2025)
- Services the member is able to perform independently
- Adaptations or improvements to the home that are considered to be on-going home maintenance and are not of direct medical or remedial benefit to the Member
- Services that are not essential to the health and safety of the Member
- Services that are deemed a typical parental responsibility
- Services that do not follow Age-Appropriate Guidelines
- Services that are provided in Uncertified Congregate Facilities

- Services that do not meet the task definition of Extraordinary Cleaning Services

In the case a Member resides in a rental property, the responsibility of the landlord must be examined prior to the authorization of services.

Examples of Homemaker vs. Extraordinary Cleaning Services

Example	Appropriate Service and Rationale
Member requires support with preparing meals, cleaning the kitchen after meal preparation, and taking out the trash.	Homemaker - Because the member's needs are more basic in nature and do not meet the definition of Extraordinary Cleaning, Homemaker is the appropriate service to authorize.
Member has incontinence issues and requires deep cleaning of their mattress	Extraordinary Cleaning - Commercial-grade equipment is required to sanitize the mattress to adequately disinfect the surface.
Member requires assistance with learning how to routinely make their bed, vacuum their bedroom, and take out the trash. The member also experiences respiratory issues and requires regular air duct cleaning to maintain a safe living environment.	<p>Extraordinary Cleaning - the regular air duct cleaning should be authorized under Extraordinary Cleaning.</p> <p>Homemaker - Assistance with increasing independence with homemaker tasks should be authorized as Homemaker with Acquisition, Maintenance, and Enhancement of skills (AME).</p>

Provider Qualifications:

Providers who are enrolled with Colorado Medicaid specialty codes 652 are eligible to provide Extraordinary Cleaning services. Providers who are not enrolled with Colorado Medicaid are eligible to provide Extraordinary Cleaning services if they are a business entity registered with the Colorado Secretary of State and hold a Certificate of Good Standing to do business in Colorado and contract with a case management agency to provide the service. Providers who are already enrolled with Colorado Medicaid under

specialty code 652 will automatically be eligible to provide Extraordinary Cleaning services effective July 1, 2025.

Providers who are interested in enrolling as an Extraordinary Cleaning services provider can find more information about Home and Community-Based Services (HCBS) provider enrollment on the [HCBS Provider Enrollment](#) webpage.

All providers must receive prior authorization from the member's case management agency prior to starting services. Services that are provided without prior authorization are not eligible for reimbursement.

Extraordinary Cleaning Codes and Rates:

Extraordinary Cleaning services procedure codes with waiver specific modifiers for prior authorization and billing can be found on the [Provider Rates and Fee Schedule](#) webpage under HCBS Rate Schedule. Billing information can be found in the [HCBS Waiver billing manuals](#).

Action To Be Taken:

Case Management Agencies

Case Managers may begin adding Extraordinary Cleaning services to member prior authorizations for members with July 1, 2025, certification start dates. Case managers may not simultaneously authorize Enhanced Homemaker and Extraordinary Cleaning services through the Supported Living Services or Children's Extensive Supports waivers for any member. For members who have previously utilized Enhanced Homemaker for their habilitative support needs, case managers should authorize those services through Community First Choice (CFC) Homemaker as soon as the member is eligible. For members who have previously utilized Enhanced Homemaker for extraordinary cleaning needs, case managers should authorize those services through Extraordinary Cleaning services through the SLS and CES waivers.

If a member is not yet eligible to transition to CFC, the case manager should continue to authorize Enhanced Homemaker until the member transitions to CFC. Once the member transitions to CFC, the case manager should authorize Homemaker through CFC and/or Extraordinary Cleaning services through the SLS or CES waiver, as appropriate.

Provider Agencies

Provider Agencies who are interested in enrolling as an Extraordinary Cleaning services provider should review the Department's [HCBS Provider Enrollment](#) webpage. Providers who are not interested in enrolling as a Medicaid Provider, but who are

interested in providing Extraordinary Cleaning services should contact the [case management agency](#) for the regions they serve. Providers must either contract directly with the case management agency or be enrolled as a Medicaid Provider with specialty code 652 to provide Extraordinary Cleaning services.

Definition(s):

Commercial-Grade Product means a cleaning substance or mixture of substances registered with the Environmental Protection Agency (EPA) that destroys or irreversibly inactivates bacteria, fungi, and viruses. The product must be clearly labeled and registered with the EPA and must be stored in a location sufficiently secure to deny access to children, pets, or at-risk adults.

Extraordinary Cleaning means specialized cleaning, disinfection, and sanitization services necessary to ensure a safe, hygienic living environment and prevent the spread of infectious diseases or pathogens. Extraordinary cleaning includes the use of commercial-grade products, infection control protocols, handling and disposal of biohazard materials, and specialized materials or equipment.

Uncertified Congregate Facilities means a residential facility, that is not certified as an Alternative Care Facility, and that provides room and board to three or more adults who are not related to the owner and who, because of impaired capacity for independent living, elect protective oversight, personal services, and social care, but do not require regular twenty-four hour medical or nursing care.

Attachment(s):

None

HCPF Contact:

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