



OPERATIONAL MEMO

Title: Community Connector Service Unit Cap & Parental Provision Code in the Children's Extensive Supports (CES) & Children's Habilitative Residential Program (CHRP) Waivers	Topic: HCBS-Multiple
Audience: Members, Stakeholders, Families, Case Managers, Provider Agency	Sub-Topic: HCBS-Multiple
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Legal Authority: 10 CCR 2505-10 8.7513.C	
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Purpose and Audience:

The purpose of this Operational Memo is to provide information to Members, families, Case Management Agencies (CMAs) and Provider Agencies on recent changes to the Community Connector service under the Home and Community-Based Services (HCBS) Children's Extensive Supports (CES) waiver and the Children's Habilitative Residential Program (CHRP) waiver.

On June 13, 2025, the Medical Services Board approved an update to regulation 10 CCR 2505-10 8.7513.C that sets a yearly limit of 2,080 units for the Community Connector service under the CES and CHRP waivers. This change has been approved by the Joint Budget Committee in the FY25-26 budget as well as the waiver agreements with the Centers for Medicare and Medicaid Services (CMS). This limit applies to the Community

Connector service, regardless of who provides the service—whether it’s a legally responsible person, an unrelated direct care worker, or both.

Information:

Effective July 1, 2025, all Case Managers, at the time of the Member’s Continued Stay Review (CSR), must adhere to the 2,080-unit yearly limit for any Prior Authorization Requests (PAR) authorizing Community Connector services on or after July 15, 2025. The unit cap is not specific to a caregiver; this cap is across all caregivers. The unit cap will go into effect at the time of a member’s annual Continued Stay Review (CSR); members will not need to reduce services on an existing prior authorization in order to come into compliance with the new cap. This unit cap will allow the Department of Health Care Policy & Financing (HCPF) to adhere to its current appropriations while maintaining member access to this critical service. Members are assessed for services through the Person-Centered Support Planning process. Members with a documented need for Community Connector services that go beyond care that is a typical parental responsibility can be authorized up to the annual unit limit.

Action To Be Taken:

Providers and Case Managers:

Decommissioning of Parental Provision Modifiers

Any PAR for an initial enrollment or CSR started on or after July 1, 2025, must use the appropriate standard procedure codes and modifiers (identified below), regardless of whether services are provided by a legally responsible person or a designated provider. Do not use Parental Provision modifiers for new PARs created after July 15, 2025. Effective September 31, 2026, Parental Provision procedure codes and modifiers will be fully decommissioned. Providers will need to ensure they inform Members of the new unit cap. Providers will also need to ensure that they are only providing services up to the limit.

Approved Procedure Codes and Modifiers:

Waiver	Region	Procedure Code/Modifier
HCBS-CES Waiver	Outside Denver Country	H2021 U7
HCBS-CES Waiver	Denver Country	H2021 U7, HX

HCBS-CHRP Waiver	Outside Denver Country	H2021 U9
HCBS-CHRP Waiver	Denver Country	H2021 U9, HX

Case Managers:Case Management Service Plan Changes

During the Member's CSR, Case Management Agencies (CMAs) will need to inform families and Provider Agencies of the new 2,080-unit cap, effective for Person-Centered Support Plans (PCSP) created after July 15, 2025.

If more than the 2,080 annual limit is entered into a PAR with a start date after July 15, 2025 or later, the PAR will display "Pend for State Review" and the Case Manager will be prompted to lower the units to 2,080 or lower, or submit an exception request form.

Exception Process

HCPF recognizes that some waiver Members may require Community Connector services beyond the 2,080-unit annual limit. CMAs may submit exception requests for Members with an exceptional need.

Requests should be submitted using this [Google Form](#)

Upon approval, CMAs will receive email notification to update the PAR with the approved units. Updated PARs will pend for State Review due to exceeding the 2,080-unit cap; HCPF staff will review and approve if the exception has been granted. Exception requests must be submitted and reapproved annually with each new CSR.

Definition(s):

Legally Responsible Person for a child on either the CES or CHRP waivers, means the parent or legal guardian.

Attachment(s):

None

HCPF Contact:

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