



OPERATIONAL MEMO

Title: Supported Living Services (SLS) Waiver Exception Process Clarification	Topic: HCBS-SLS
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Purpose and Audience:

This Operational Memo provides clarification of the Supported Living Services (SLS) Exception process for Members and Case Management Agencies.

Information:

The SLS Exception process allows Members who qualify to ask for services above their normal Service Plan Authorization Limits (SPAL) and/or unit limits. An exception may increase select services and/or unit caps beyond the SPAL, but not above the overall waiver cap. The criteria for who may be eligible can be found at [10 CCR 2505-10 8.7202.DD.7.a.](#)

Members enrolling into Community First Choice (CFC) may continue to access and use the SLS Exception Process to increase unit caps up to the overall SLS waiver cap, which cannot be exceeded. The SPAL does not apply once a Member enrolls into CFC, although the overall waiver CAP will remain in place.

Case Manager Responsibilities

In order to complete an SLS Exception, Case Managers should:

- Complete the Department training on the [SLS Exceptions website](#) prior to completing the form (strongly recommended).
- Use the most recent SLS Exception Form available on the [SLS Exceptions website](#).
- Fill out the [form](#) completely.
- Service requests that do not meet the service definitions, inclusions, exclusions, etc. will not be authorized.
- Calculations of the additional costs of services on the form must be accurate and based on the current rates, available on the [Rate and Fee Schedule website](#).
- Submit the form and all required documents listed on the form to the Utilization Review Contractor (URC), currently Telligen, through the [Qualitrac Portal](#).

When submitting to Telligen, there are two types of SLS Exception Reviews:

1. **Standard SLS Exception Reviews (existing)** are situations that meet existing SLS exception criteria ([10 CCR 2505-10 8.7202.DD.7.a.](#)) and require additional services to meet specific needs. This process requires:
 - a. Services start 6 or more calendar days after submission date.
 - b. Services cannot be approved for retroactive dates.
 - c. Approved for a maximum of 1 year.
 - i. More than one SLS Exception request for the certification period must demonstrate a change in condition or circumstance reflected in a Level of Care Assessment.
2. **Urgent SLS Exception Reviews (new requests)** are for critical, unplanned, and out of the ordinary situations that meet criteria and require services immediately. This process has condensed timelines and additional requirements for both Case Managers and the URC Vendor:
 - a. Services must start within 5 calendar days of submission date.
 - b. Services cannot be approved for retroactive dates.
 - c. Case Management supervisors must review all Urgent SLS Exception requests prior to submission to ensure needs cannot be met in any other way.
 - d. Prior Department authorization for all urgent SLS Exception requests is required.

- i. Authorization requests to the Department must include an escalation ticket number and be sent to:
hcpf_hcbs_casemanagement@state.co.us.
- e. A copy of the approval email must be included for all urgent SLS Exception Review submissions. Requests without this approval will be automatically denied.
- f. Approved for a maximum of 1 year.
 - i. More than one SLS Exception request for the certification period must demonstrate a change in condition or circumstance reflected in a Level of Care Assessment.

Information on contractor response timelines, requests for additional information, approvals, partial approvals, and denials can be found on [Utilization Review/Utilization Management website](#).

Action To Be Taken:

Effective immediately, Case Managers must follow this process when submitting SLS exception requests.

Attachment(s):

None

HCPF Contact:

For questions, please contact hcpf_hcbs_questions@state.co.us.