



## POLICY MEMO

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<b>TITLE:</b>	<b>SUPPORTED LIVING SERVICES (SLS) WAIVER EXCEPTIONS REVIEW PROCESS IMPLEMENTATION</b>
<b>SUPERSEDES NUMBER:</b>	N/A
<b>EFFECTIVE DATE:</b>	<b>JANUARY 1, 2022</b>
<b>DIVISION AND OFFICE:</b>	<b>BENEFITS AND SERVICES MANAGEMENT DIVISION, OFFICE OF COMMUNITY LIVING</b>
<b>PROGRAM AREA:</b>	<b>HOME AND COMMUNITY-BASED SERVICES (HCBS) SUPPORTED LIVING SERVICES (SLS)</b>
<b>KEY WORDS:</b>	<b>SUPPORTED LIVING SERVICES, SLS, HOME AND COMMUNITY-BASED SERVICES, HCBS, SLS FLEXIBILITIES, THIRD PARTY REVIEW, TELLIGEN, PRIOR AUTHORIZATION REQUEST, PAR</b>
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<b>APPROVED BY: COLIN LAUGHLIN</b>	

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

### **Purpose and Audience:**

The purpose of this Policy Memo is to inform members, advocates, case managers (CMs), and other stakeholders of operational instructions and information related to the implementation of the Home and Community-Based Services (HCBS) Supported Living Services (SLS) Waiver Exceptions Review Process.

### **Information:**

In 2020, the Department of Health Care Policy & Financing (Department) submitted a budget request to increase flexibilities within the SLS waiver to allow members, who may also be on the Developmental Disabilities (DD) waiver waitlist, to access additional SLS waiver services. The exception process gives access to services beyond the established service limits and the Service Plan Authorization Limit (SPAL) funding to

eligible SLS waiver members to support them in the community of their choice. This request was authorized through the 2021-22 Long Appropriations Bill, SB 21-205.

The flexibility allowed through the implementation of the SLS Exceptions Review Process is anticipated to improve member health while supporting and promoting individual choice. Allowing members to receive additional services within the current SLS waiver program will minimize the impact to their community and social supports, prevents the jeopardization of their health, safety, and well-being by a deficiency in their care. With the appropriate level of care, members will be able to stay on the SLS waiver with the supports they need.

#### SLS Waiver Member Eligibility

The Exceptions Review Process is available to all members on the SLS waiver. The member must meet certain eligibility criteria that demonstrate the member's risk of seeking an emergency DD waiver enrollment. The Code of Colorado Regulations (CCR) at [10 CCR 2505 – 10 8.500.102.G](#) outlines eligibility criteria. The Department is contracting with a third-party reviewer, Telligen, Inc. (Telligen), for final approval or denial of requests for increased services or funding for services. The approval of an Exceptions Review Request does not change the member's Support Level or the rates for services associated to the Support Level.

#### Case Management Agency Responsibilities

Case management agencies (CMAs) will be required to work with members and their support teams to determine when to pursue the Exceptions Review Process. The CM will be responsible for documenting the outcome of conversations with members and support teams, including the reason the member is at risk of emergency DD waiver enrollment and the intended use of the requested SPAL funding and/or increase in service authorization in the Benefits Utilization System (BUS) log notes.

The CM will complete all documentation as required and send to Telligen, for review and approval or denial. CMAs are required to review the available training for the Exceptions Review Process available January 1, 2022, on the [Long-Term Services and Supports Training page](#), which further provides instructions related to the service planning requirements and submission of requests to Telligen.

After an outcome is received by the CMA from Telligen, the CM will be responsible for entering the approved services onto the Prior Authorization Request (PAR).

#### Third-Party Reviewer Responsibilities

Telligen is the third-party reviewer with whom the Department has contracted to determine eligibility for the SLS Waiver Exception Review Process. Telligen will also ensure the service units requested and/or SPAL funding requested is appropriate to meet the member's identified needs. Telligen will complete the reviews within contractual timelines. Telligen will make available an outcome to the CMA which includes approval, denial, or a partial denial of the requested services.

Resources

[Code of Colorado Regulations 10 CCR 2505 – 8. 500.102.G.](#)

[Long Term Services and Supports \(LTSS\) Training Page](#)

- Telligen's Qualitrac Review and Provider Portal
- SLS Waiver Exception Review Process Request Form
- Process Flow Chart for Service Planning

**Attachment(s):**

None

**Department Contact:**

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