



## OPERATIONAL MEMO

---

|  |  |
|--|--|
| <b>Title:</b> Parental Provision of Community Connector & Homemaker Services in the CES & CHRP Waivers | <b>Topic:</b> HCBS-Multiple                                |
| <b>Audience:</b> Members, Stakeholders, Families, Case Managers, Providers                             | <b>Sub-Topic:</b> Community Connector & Homemaker Services |
| <b>Supersedes Number:</b> HCPF OM 21-054   | <b>Division:</b> Benefits and Services Management Division |
| <b>Effective Date:</b> Dec. 11, 2023   | <b>Office:</b> Office of Community Living                  |
| <b>Expiration Date:</b> Dec. 11, 2025  | <b>Program Area:</b> HCBS Services                         |
| <b>Key Words:</b> Community Connector, Homemaker, Appendix K, CES, CHRP                                |  |
| <b>Legal Authority:</b> N/A  |  |
| <b>Memo Author:</b> Kyra Acuna   |  |
| <b>Operational Memo Number:</b> HCPF OM 23-075   |  |
| <b>Issue Date:</b> Dec. 11, 2023   |  |
| <b>Approved By:</b> Colin Laughlin   |  |

---

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 guidance for case managers on the continuation of flexibilities in the Community Connector Service within the Home and Community-Based Services (HCBS) Children’s Extensive Supports (CES) waiver and the HCBS Children’s Habilitative Residential Program (CHRP) waiver and the Homemaker services within the CES waiver.

In March 2020, The Department of Health Care Policy & Financing (HCPF) worked with the federal Centers for Medicare & Medicaid Services (CMS) to make temporary changes to selected HCBS to better ensure continuity of services and to mitigate the public health risk in response to the COVID-19 illness. To prevent the spread of COVID-19, HCPF implemented temporary provisions to allow for flexibility in the delivery of many services. Within the CES waiver, legally responsible persons, in the case of children, a parent, were allowed to provide Community Connector and Homemaker services. Within the CHRP waiver, legally responsible persons, in the case of children, a parent, were allowed to provide Community Connector services. Those flexibilities

were slated to cease with the end of the Public Health Emergency (PHE) Appendix K authority on Nov. 11, 2023. After seeing the success of the parental provision of services throughout the pandemic, CMS shifted their guidance, and therefore Colorado is able to make this allowance permanent.

Since the shift in guidance from CMS, HCPF worked swiftly to amend the CES and CHRP waivers to ensure an effective date of Jan. 1, 2024. These amendments will permanently allow legally responsible persons to provide these services to waiver members.

### **Information:**

Starting Jan. 1, 2024, the newly approved waivers allow a legally responsible person to provide up to 2,080 units annually, or an average of 10 hours per week each of Community Connector and Homemaker services. Therefore, a legally responsible person will be allowed to provide up to 2,080 units of Community Connector services in addition to providing up to 2,080 units of combined Basic and/or Enhanced Homemaker services (for members on the CES waiver only) annually. This limit will best ensure that HCPF stays within existing appropriations while still allowing this critical service to be provided by a legally responsible person(s).

Since the flexibility is being made permanent, there is no longer a requirement that these services were previously authorized on their support plan. Any member with an identified need for the service, as identified through the support planning process is eligible to receive Community Connector and/or Homemaker services from a legally responsible person, within the set yearly limitations. An identified need includes extraordinary care that goes beyond the typical care a child of that same age would need or receive.

### Services Provided by Other Service Providers

For the CES waiver the 2,080 annual unit limit only applies when services are provided by the member's legally responsible person(s). Additional Community Connector and Homemaker services, beyond the 2,080 annual unit limit, can be provided by service providers other than the member's legally responsible person(s) when there is an identified need. When these services are provided by a service provider other than the member's legally responsible person(s), there is not a limit on the units of service a member can receive as long as the service is assisting in meeting the member's needs or accomplishing a goal.

For the CHRP waiver, the 2,080 annual unit applies to Community Connector services regardless of whether it is the legally responsible person providing those services or another service provider.

### New Procedure Codes & Modifiers

To track and monitor utilization, which can then be used to better inform future unit limitations, providers must bill according to the Prior Authorization Request (PAR) with the new corresponding procedure codes and modifiers.

**Providers billing under Community Connector services provided by the member's legally responsible person(s) must use the following procedure codes and modifiers based on the member's waiver:**

- HCBS-CES Waiver - H2021 U7, HA
- HCBS-CHRP Waiver - H2021 U9, HA

**Providers billing under Basic or Enhanced Homemaker services provided by the member's legally responsible person(s) must use the following procedure codes and modifiers for members on the CES waiver:**

- Basic Homemaker - S5130 U7, HA, HI
- Enhanced Homemaker - S5130 U7, HA

**Providers billing under Community Connector services provided by a service provider other than the member's legally responsible person(s) must use the following procedure codes and modifiers based on the member's waiver:**

- HCBS-CES Waiver - H2021 U7
- HCBS-CHRP Waiver - H2021 U9

**Providers billing under Basic or Enhanced Homemaker services provided by a service provider other than the member's legally responsible person(s) must use the following procedure codes and modifiers for members on the CES waiver:**

- Basic Homemaker - S5130 U7
- Enhanced Homemaker - S5130 U7, 22

### Exception Process

HCPF recognizes that some waiver members may require Community Connector and/or Homemakers services beyond the 2,080-unit annual limit, per service. Therefore, for those members who have extenuating circumstances, an exception request can be submitted by the case manager.

Case Managers may submit a request, via a Google Form, on the waiver member's behalf for Community Connector and/or Homemakers services beyond the 2,080-unit annual limit if there is an exceptional need. Case Managers can email [HCPF\\_HCBS\\_Exceptions@state.co.us](mailto:HCPF_HCBS_Exceptions@state.co.us) for a link to the Google Form.

Once an exception request has been approved, the Case Manager will be notified via email to update the member's PAR with the newly approved service units. When the updated PAR is submitted, it will automatically pend for state review due to exceeding the 2,080-unit limit. HCPF staff will approve the PAR for members who have received an exception request approval.

Exception requests will need to be submitted and reapproved each support plan year.

### **Action To Be Taken:**

#### Case Management Service Plan Changes

To better inform future unit limitations, HCPF will begin tracking what service provider/s are providing Community Connector and/or Homemaker services. **To do so, HCPF will be end-dating all current CES waiver Community Connector and Homemaker and CHRP waiver Community Connector PAR lines with a Dec. 31, 2023, end date. This change will take place regardless of who has and will continue to provide these services and will be completed by HCPF to decrease the burden on case managers.**

Case managers should contact members and guardians to determine who is providing Community Connector and/or Homemaker services and revise the PAR accordingly.

Members receiving either Community Connector or Homemaker services through their legally responsible person(s) will need to have those services added to the PAR, with a Jan. 1, 2024, effective date, using the new modifier (HA) and prorating those services based on the remaining weeks in the support plan year.

Members who do not receive either Community Connector or Homemaker services through their legally responsible person will re-add the services to the PAR with a start date of Jan. 1, 2024, for the remainder of the support plan year.

**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:**

[HCPF\\_HCBS\\_Questions@state.co.us](mailto:HCPF_HCBS_Questions@state.co.us)