



## Colorado Utilization Management Tip Sheet

### Review Tips

1. SLS Waiver Exception Reviews
2. Timing of SLS Waiver Exception Reviews
3. Getting Assistance with Submissions

### Making SLS Waiver Exception Review Requests

A new review type has been added to the Qualitrac. The SLS Waiver Exception Reviews will be available for submission starting in early January 2022.

\*\*Please see the **Using Qualitrac Training Presentation (Feb 2021)** on the HCPF web site for details on searching for members and entering requests into Qualitrac. Use the link below and scroll to the section labeled: **Telligen's Qualitrac Review and Provider Portal**, and locate the recordings, slides, and other resources for using Qualitrac and submitting requests.

[hcpf.colorado.gov/long-term-services-and-supports-training](https://hcpf.colorado.gov/long-term-services-and-supports-training)

Begin the submission process by searching for the member or entering the information for the member to create the member profile. In the Member Hub, scroll to Utilization Management and click the "+Add" button to submit a new request.



You will move to the New Request screen. (Slide 22 on the Using Qualitrac Training Presentation).

The date and time will be completed automatically.

To submit a request for an SLS Waiver Exceptions review, select the SLS Waiver Exception option in the Review Type drop down list. (See below)



### Authorization Request

**Date Request Received \***

**Review Type \*** ❗ Review Type is a required field

- CDASS
- CDASS + OCC
- CDASS Rapid
- Children's Extensive Services Waiver
- Children's Home and Community Based Services
- IHSS
- IHSS + CHCBS
- IHSS + OCC
- IHSS Rapid
- Over-Cost Containment
- Over-Cost Containment Rapid
- PASRR Level 1
- SLS Waiver Exception

**Timing \***

**Call Processing**

Show  entries

Follow the rest of the steps in the guide to complete your request submission.

Please be sure to submit the following:

1. The SLS Exceptions Review Request Form
2. Current Service Plan
3. Current PAR
4. Additional Documentation such as
  - a. Therapy notes
  - b. Medical records
  - c. Previous service plans including previous provider agency care plan and/or CDASS task worksheet
  - d. Provider/physician orders, clinical notes/letters.
  - e. Medication List

The ULTC 100.2 can be accessed by the reviewers in the BUS, however you may upload a copy if desired.

Once an outcome is rendered on the case, the submitter will receive an automated message from Qualitrac indicating that the Outcome Letter is available in the case. Please login to Qualitrac to retrieve the letter.

Once you have the letter, attach it (and the HMA Outcome Letter if applicable) to the PAR in Bridge prior to the submission of the PPA.

If the PAR indicates "Pending State Approval" for longer than 10 business days, case managers may email [LTSSOCC@state.co.us](mailto:LTSSOCC@state.co.us) requesting the PAR to be approved at the state level.



## Timing of SLS Exceptions Reviews

SLS Exceptions reviews will be completed within 5 business days of submission. If additional information is needed, a Request for information will be issued and the case manager will have 10 business days to respond. Once the response is received and Telligen has all needed documentation/information, Telligen will complete the review within 5 business days of receipt of the RFI response.

For SLS Exceptions request only, the outcome will not be Reconsidered (1<sup>st</sup> Level Appeal in Qualitrac).

If the case goes to Technical Denial when no response is received from an RFI, the case may be reopened within 90 days. One additional RFI may be issued on the reopened case. If the no response to the RFI is received after the case is reopened, the case will be moved to a Technical Denial again. Once this occurs a new request will need to be submitted by the case manager if the services are desired. Please include all information requested in the RFI if/when reopening a case or responding to the RFI.

The case manager may request an SLS Exception Review anytime the member has a need, and a change in current SLS services will provide the needed support, with the goal of avoiding an emergency DD waiver enrollment request. The outcome of the review will expire with the new PAR certification span. If the increase is still required at the time of the member's CSR, the CMA may submit a request for the upcoming year for the individual. This is a "new" request each time it is submitted – the services will not carry over from year to year.

## Getting Assistance with Submissions

If you need assistance with submitting a request, please contact the Telligen Support Center here:

833-610-1052  
ColoradoSupport@telligen.com