

POLICY AND PROCEDURE

DEPARTMENT: Operations	DOCUMENT NAME: In Lieu of Services (ILOS)
PAGE: 1 of 5	REPLACES DOCUMENT:
EFFECTIVE DATE: 02/01/2020	REVIEWED:
PRODUCT TYPE: Medicaid	REFERENCE NUMBER:

SCOPE:

Carolina Complete Health (hereafter referred to as the Plan) Utilization Management, Quality, Compliance, Pharmacy and Member Service Departments.

PURPOSE:

To ensure utilization management (UM) decisions consider In Lieu of Services (ILOS). These represent services or settings that are not covered under the North Carolina Medicaid State Plan but are a medically appropriate, cost-effective alternative to a State Plan covered service.

POLICY:

The Plan may choose to provide services, which are not traditionally covered under the State Medicaid Program, but represent the treatment of choice when considering cost-effectiveness and represent the highest and best treatment method for the beneficiary.

The Plan has opted to offer alternative services and benefits to beneficiaries In Lieu Of those benefits and services specified in contract between the Plan and the Department of Health and Human Services (DHHS). These alternative services and benefits are medically appropriate and cost-effective.

PROCEDURE:

Below is a list of all proposed In Lieu of Services (ILOS) offered by the Plan. Per contract, the Plan may use the ILOS services or settings that are medically appropriate, cost-effective alternative to a State Plan covered service. This is not intended to provide any guidance on which Standard Plans cover services.

Additionally:

- The Plan shall not require the beneficiary to utilize an ILOS.
- The Plan shall not reduce or remove ILOS service without approval by the DHHS concurrent within a contract year.
- If changes, reduction, or removal of ILOS services is approved, the Plan shall notify all beneficiaries of the change by mail and update all marketing and educational materials to reflect the change within thirty (30) calendar days of approval.
- The Plan shall notify the DHHS of the transition plan for current beneficiaries receiving the terminated ILOS and notify all beneficiaries of other approved service options.

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- The Plan shall post ILOS policies on its publicly available member and provider websites.
- Plan shall monitor the cost-effectiveness of each approved In Lieu of Service by tracking utilization and expenditures. The Plan proposes to offer in lieu of services as approved by DHHS.

ILOS	Service Description	PA (Y/N)	Population

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REFERENCES / ASSOCIATED PROCESSES: Contract Section: In Lieu of Services
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ATTACHMENTS: N/A

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REVISION LOG	DATE

POLICY AND PROCEDURE APPROVAL

The electronic approval retained in the P&P management software is considered equivalent to an actual signature on paper.

Vice President, Medical Management: Approval on File

Director, Medical Management: Approval on File