Washington State Health Care Authority

Intensive Behavioral Supportive Supervision

Intensive Behavioral Supportive Supervision (IBSS) is a voluntary In Lieu of Service (ILOS) available to Apple Health (Medicaid) clients enrolled with a managed care organizations (MCO) who have complex behaviors and cognitive impairment experiencing high risk of institutionalization and hospitalization and requiring direct staffing supports to prevent harm to self or others.

What is an In Lieu of Service (ILOS)?

In Lieu of Services is an Apple Health service that allows MCOs to substitute a non-covered service for a contracted covered service if it meets the following criteria:

- Medically appropriate;
- Cost effective: In Lieu of Services must meet program-wide cost-effective requirements; and
- Voluntary: The MCO is not required to offer, and the client is not required to accept a service "in lieu of" a covered service.

IBSS became available under ILOS in January 2024. This service is administered by MCOs and available to all Apple Health clients who meet the clinical criteria and are enrolled in Integrated Managed Care (IMC) or Behavioral Health Services Only (BHSO).

What is IBSS?

- In person monitoring, redirection, diversion, cueing to prevent high risk behaviors – staffing to support the individual's behavior stabilization in community residential settings.
- Person-centered assistance to build skills and resiliency to support stabilized living and integration.
- Interventions that are not direct personal care.

Requirements for using IBSS

- Prior Authorization is required.
- Clients must meet specific target population and coverage criteria as defined in the In Lieu of Services Policy Guide
- IBSS must be used "in lieu of" a contracted state plan service or setting as defined in the In Lieu of Services Policy Guide
- IBSS may continue for however long the client needs the services and meets eligibility and coverage criteria. Each authorization period is not to exceed 12 months.
- IBSS funding must not be used for personal care or room & board (including private rooms).

Who can provide IBSS services?

- Adult Family Homes
- Assisted Living Facilities
- Enhanced Services Facilities

Participating provider requirements

- HCA Core Provider Agreement (CPA).
- Complete the MCO contracting and credentialing process.
- Ensure the Negotiated Care Plan includes all required components (See In Lieu of Services Policy Guide.)
- Engage with the client's care team and MCO to ensure timely service approvals and adjustments as needed.

Contacts and resources

The managed care organizations (MCO) are available to answer questions and assist with required processes. Use the following contacts for MCO assistance with IBSS related issues.

Managed care organziation	Contact
Community Health Plan of Washington	**Contracting and billing questions** Provider.Relations@chpw.org **Clinical questions** BHPC@chpw.org
Coordinated Care	**Contracting questions** Joinournetwork@coordinatedcarehealth.com **IBSS questions** SupportiveServices@coordinatedcarehealth.com
Molina Healthcare of Washington	**Contracting questions** MHWProviderContracting@MolinaHealthCare.Com **IBSS questions** MHW_InLieuOfService@MolinaHealthCare.Com
UnitedHealthcare Community Plan	complexcare_dtd@uhc.com
Wellpoint Washington (previously Amerigroup)	**Contracting questions** WACBHS@Wellpoint.com **IBSS questions** WA_ILOS@wellpoint.com

HCA resources

- In Lieu of Services Policy Guide
- **Email:** HCA 1915 services with IBSS questions