

OCTOBER 2025

Implementation of In-Lieu-of-Covered Services (ILOS): Partial Hospitalization Program (PHP) and Intensive Outpatient Program (IOP)

Baylor Scott & White Health Plan (BSWHP) is pleased to announce coverage for In-Lieu-of-Covered Services (ILOS), including both Partial Hospitalization Program (PHP) and Intensive Outpatient Program (IOP), for all Medicaid (FirstCare and RightCare) members, regardless of age.

These services are designed to provide clinically appropriate, community-based alternatives to inpatient hospitalization.

Program Overview

Partial Hospitalization Program (PHP)

PHP offers a structured, non-residential day treatment program that delivers intensive behavioral health care in an outpatient setting.

Intensive Outpatient Program (IOP)

IOP provides structured, goal-oriented behavioral health treatment that is **more intensive** than standard outpatient therapy but **less restrictive** than PHP or inpatient care.

Provider Responsibilities

Providers play a critical role in ensuring member access, education and documentation for ILOS.

When **clinically appropriate**, providers **must**:

- Educate eligible members about available ILOS options as alternatives to inpatient admission.
- Obtain and document member consent for participation in ILOS.
- Include ILOS in the discharge plan when used as a step-down service.
- Coordinate care with BSWHP Case Management and Service Coordination teams to ensure continuity of care and timely follow-up.

When inpatient admission is required, **BSWHP Behavioral Health Utilization Managers** and/or the **Behavioral Health Medical Director** may collaborate with the treating provider to identify ILOS options that could reduce the length of stay and facilitate a safe transition once the member is stable and consents to step down.

Billing & Reimbursement

Approved Procedure Codes:

Program	CPT/HCPCS Code	Description
PHP	S0201	Partial hospitalization, per diem
PHP	H0035	Mental health partial hospitalization, less than 24 hours
IOP	S9480	Intensive outpatient psychiatric services, per diem
IOP	H0015	Intensive outpatient treatment program, alcohol and/or drug, per diem

Behavioral Health Case Management Referral

If you would like to refer a member to BSWHP Behavioral Health Case Management:

- **Visit:** https://bswhsurveycenter.az1.qualtrics.com/jfe/form/SV_0koKu9CecbHEfKm
- **Email:** HPBHCaseManagement@BSWHealth.org

Provider Portal

For ILOS Requirements specific to FirstCare Health Plans and RightCare from Scott and White health Plan, please review provider portal(s) or call Provider Services.

- **FirstCare:** My.FirstCare.com/Web
- **RightCare:** RightCare.FirstCare.com/Web
- **Phone:** 844.633.5325

Provider Relations

Website: BSWHealthPlan.com/Providers/Contact

Email: Provider_Relations@FirstCare.com

Fax: 806.784.4396

You may also call the Provider Relations representative in your region, from 8:00 AM to 5:00 PM weekdays:

- **Abilene area:** 254.298.3064
- **Amarillo area:** 800.239.5650
- **Lubbock area:** 806.784.4380
- **All other areas:** 800.431.7737

Baylor Scott & White Health Plan, FirstCare Health Plans and RightCare from Scott and White Health Plan remain committed to improving access to behavioral health services and supporting providers in delivering high-quality, community-based care.

Thank you,
 Baylor Scott & White Health Plan
 FirstCare Health Plans
 RightCare from Scott and White Health Plan