



Aetna Better Health® In-Lieu-Of Services for Texas STAR Provider Information

In-Lieu-of Services (ILOS) – Adult Partial Hospitalization Program and Intensive Outpatient Program

Effective October 1, 2024, Aetna Better Health® will begin offering In-Lieu-Of Services (ILOS) to ensure a continuum of care for members diagnosed with mental health and/or substance use disorder.

Aetna Better Health® will offer Mental Health and Substance Use Disorder (SUD) Partial Hospitalization Program (PHP) and Intensive Outpatient Program (IOP) services in lieu of inpatient psychiatric care. ILOS will be available to members twenty-one (21) years of age and older.

| PHP | | IOP | |
|---------------|-------|---------------|-------|
| Mental Health | H0035 | Mental Health | S9480 |
| SUD | S0201 | SUD | H0015 |

PHP and IOP should only be used when medically appropriate and cost-effective. **The member must agree to receive ILOS before the service is provided.** Aetna Better Health® will not offer PHP and IOP for members who are at immediate risk of harming themselves or others.

For a complete list of requirements, please visit our website, reference the Uniform Managed Care Manual Chapter 16.3, or contact your Provider Relations representative.

For members ages twenty (20) and younger, PHP and IOP are covered under EPSDT benefits and are not considered ILOS. The EPSDT program is known as “Texas Health Steps.” For Members with CHIP, PHP and IOP are covered services (does not include CHIP Perinate). Providers should continue to follow their usual process for requesting prior authorization for children.

If you have questions, please contact us at: Aetna Better Health of Texas

| CHIP | |
|---------------|----------------|
| Bexar area: | 1-866-818-0959 |
| Tarrant area: | 1-800-245-5380 |
| | (TTY: 711) |

| STAR (Medicaid) | |
|-----------------|----------------|
| Bexar area: | 1-800-248-7767 |
| Tarrant area: | 1-800-306-8612 |
| | (TTY: 711) |

| STAR Kids | |
|---------------------------|--|
| Dallas and Tarrant areas: | |
| 1-844-787-5437 | |
| (TTY: 711) | |