

**Government Business Division
Policies and Procedures**

Section (Primary Department) Behavioral Health		SUBJECT (Document Title) Visions of Hope Community Services ILOS	
Effective Date	Date of Last Review 02/11/2026	Date of Last Revision	Dept. Approval Date
Department Approval/Signature:			

Policy applies to health plans operating in the following State(s). Applicable products noted below.

Products	<input type="checkbox"/> Arkansas	<input type="checkbox"/> Iowa	<input type="checkbox"/> Nevada	<input type="checkbox"/> Tennessee
<input checked="" type="checkbox"/> Medicaid/CHIP	<input type="checkbox"/> California	<input type="checkbox"/> Kentucky	<input type="checkbox"/> New Jersey	<input type="checkbox"/> Texas
<input type="checkbox"/> Medicare/SNP	<input type="checkbox"/> Colorado	<input checked="" type="checkbox"/> Louisiana	<input type="checkbox"/> New York	<input type="checkbox"/> Virginia
<input type="checkbox"/> Duals	<input type="checkbox"/> District of Columbia	<input type="checkbox"/> Maryland	<input type="checkbox"/> New York (WNY)	<input type="checkbox"/> Washington
	<input type="checkbox"/> Florida	<input type="checkbox"/> Minnesota	<input type="checkbox"/> North Carolina	<input type="checkbox"/> West Virginia
	<input type="checkbox"/> Georgia	<input type="checkbox"/> Missouri	<input type="checkbox"/> Ohio	<input type="checkbox"/> Wisconsin
	<input type="checkbox"/> Indiana	<input type="checkbox"/> Nebraska	<input type="checkbox"/> South Carolina	

POLICY:

Healthy Blue Louisiana has developed In Lieu Of Services (ILOS) policies to assist with making coverage determinations for medically appropriate services outside required Managed Care Organization (MCO) Covered Services or settings (or beyond the service limits established by Louisiana Department of Health (LDH) for MCO Covered Services). Healthy Blue Louisiana’s In Lieu Of Services are provided to Enrollees, at their option, as a cost-effective alternative to an MCO Covered Service or Setting.

LDH has determined that this In Lieu Of Service (Visions of Hope Community Services) is a medically appropriate and cost-effective substitute for the MCO covered service or setting under the Louisiana Medicaid State Plan with a state-offered effective date of July 1, 2024.

LDH has approved MCOs to provide Visions of Hope Community Services (VOH-CS) coverage to eligible members. The ILOS delivers community-based counseling, skills training (individual & group), and intensive case management for adults with serious and persistent mental illness (SPMI) who otherwise cycle through inpatient psychiatric admissions and Emergency Departments.

ILOS Description per LDH:

The Visions of Hope Community Services program is a comprehensive and intensive service bundling for high-risk, low functioning individuals with severe and persistent mental illness. This model addresses whole person care that combines behavioral health while addressing social determinants of health and providing physical health coordination and support. The VOH-CS program serves individuals who would have difficulty navigating services across multiple, disconnected providers and thus are at greater risk of hospitalization, homelessness, substance use, victimization, and incarceration. This model offers daily socialization opportunities for this population who might not interact socially with their peers in other settings.

Eligible Members:

As defined by LDH for the ILOS.

Covered Medicaid State Plan Service or Setting for which ILOS is a substitute:

Inpatient psychiatric hospitalization, Assertive Community Treatment Program, and Emergency Room Visits.

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Specific coding for ILOS:

As defined by LDH for the ILOS.

H2022 – Psychosocial Rehabilitation Services for Group Office and Community

DEFINITIONS:

In Lieu of Service (ILOS): Medically appropriate service outside of MCO covered services or settings (or beyond service limits established by LDH for MCO covered services) that are provided to Enrollees, at their option, by the Contractor as a cost-effective alternative to an MCO covered service or setting.

Managed Care Organization (MCO): A private entity that contracts with LDH to provide covered healthcare services to Enrollees in exchange for a monthly capitated amount per Enrollee. The entity is regulated by the Louisiana Department of Insurance with respect to licensure and financial solvency, pursuant to La. R.S. 22:1016, but shall, solely with respect to its products and services offered pursuant to the Managed Care Program, be regulated by the LDH.

PROCEDURE:

Referrals

- I. **Referrals may originate from Healthy Blue Utilization Management/Case Management, providers, or community partners.**

Eligibility Criteria

- I. **As defined by LDH in the ILOS.**

Authorization

- I. **Follows authorization process for services, as appropriate and as defined by LDH.**

REFERENCES:

**Louisiana Department of Health Medicaid Contract Amendment 10
Amendment 12 Attachment A12 Model Contract Final v2**

RESPONSIBLE DEPARTMENTS:

Primary Department: Behavioral Health, Medical Management

Secondary Department(s): Utilization Management, Case Management, Provider Network, Operations

EXCEPTIONS:

Louisiana-specific policy. No other state variations apply. Any LDH-directed changes supersede this document upon notice.

REVISION HISTORY:

<u>Review Date</u>	<u>Changes</u>
<u>02/11/2026</u>	<u>• Created ILOS Policy and Procedure</u>