

Effective 1/1/25, Blue Cross and Blue Shield of Texas will offer Partial Hospitalization and Intensive Outpatient Program as In Lieu of Services (ILOS) for STAR members.

What is an In Lieu of Service?

In Lieu of Services (ILOS) are medically appropriate alternatives to acute care in a hospital setting. Acute care is treatment a member receives for a short-term injury or illness.

Who is Eligible?

ILOS are available to all members enrolled in STAR Medicaid health plans.

Which services will be offered?

Partial Hospitalization Program (PHP) Services: PHPs may provide a structured day program of outpatient behavioral health services for mental health, substance use disorder (SUD), or both. They are like highly structured, short-term hospital inpatient programs, but the treatment level is more intense than outpatient day treatment or psychosocial rehabilitation.

Intensive Outpatient (IOP) Services: IOP services are used to treat behavioral health issues that do not require detoxification or 24-hour supervision. IOPs are less intensive than PHPs. They may be delivered for mental health, SUD, or both. Intensive outpatient services are organized non-residential services that offer structured group and individual therapy, educational services, and life skills training. These services are provided for at least 10 hours per week from four to 12 weeks, but less than 24 hours per day.

How to access these services?

If you need help finding a provider, call Service Coordination at 1-877-214-5630. For questions about your health plan benefits call the Customer Advocate Department at 1-888-657-6061 (TTY:711). You can also search for providers using the online Provider Finder at www.bcbstx.com/medicaid.

[bcbstx.com/medicaid](http://www.bcbstx.com/medicaid)

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