

PROVIDERALERT



To: AmeriHealth Caritas Louisiana
Mental Health Intensive Outpatient Providers

Date: October 29, 2025

Subject: LDH Approved In Lieu of Service (ILOS) Policy - Mental Health Intensive Outpatient Program

Summary: Policy for Mental Health Intensive Outpatient Program

AmeriHealth Caritas Louisiana would like to make you aware of changes being made to the Mental Health-Intensive Outpatient Program.

The following changes will become effective at the completion of the public posting period required by La. R.S. 46:460:54:

- MH-IOP to be provided 3 days a week for up to 6 weeks
- High risk members with 9-19 hours of intervention a week (for adults) or 6-19 hours of intervention a week (youth ages 6-17) with programming to occur across 3 days of services weekly, with supported transition to outpatient level of care.
- **Units of Service**
 - All units of service require prior authorization using Interqual medical necessity criteria. For these prior authorizations to be processed, providers must submit requests using the Navinet Provider portal and a Medical Review to complete a medical necessity review.
 - If a prior authorization is not run through Navinet the Provider portal Medical Review, an administrative denial will be issued.
 - Initial authorizations will cover six (6) weeks of treatment when Interqual Medical Necessity Criteria are met.
 - Treatment beyond six weeks for one episode or treatment for more than one episode during the calendar year will be authorized for an additional two weeks of treatment.
 - For treatment beyond 8 weeks in one calendar year, a medical director will review in addition to Interqual medical necessity criteria being completed through Navinet Provider portal Medical Review.
- **Staffing Qualifications, Credentialing Process, and Levels of Supervision**
 - Each staff member facilitating group and individual sessions will be credentialed for this

outpatient program as a licensed mental health professional (LMHP) or a non-licensed clinician including Provisionally Licensed Professional Counselors (PLPCs), Provisionally Licensed Marriage and Family Therapists (PLMFTs) or Licensed Master Social Workers (LMSWs). Non-licensed clinicians providing services must be under regularly scheduled supervision in accordance with requirements established by the practitioner's professional licensing board.

- These LMHPs or supervising LMHPs will have the requirements necessary to bill 9 series codes.
- Provider collaboration and coordination of treatment and discharge planning (as needed).
- Planning for transition to outpatient services begins upon admission to IOP and is an important part of the treatment plan.
- Treatment plan including transition to identified outpatient services must be updated every 30 days.

Once final, the approved MH-IOP Policy will be posted here:

www.amerihealthcaritasla.com/provider/resources

Submit authorization electronically through the NaviNet Portal

AmeriHealth Caritas Louisiana offers our providers access to **Medical Authorizations** for electronic authorization inquiries and submission. The Medical Authorizations portal is accessed through [NaviNet](#) and is located on the **Workflows** menu.

In addition to submitting and inquiring on existing authorizations, you will also be able to:

- Verify if **no authorization is required**
- Receive **auto-approvals**, in some circumstances
- Submit an **amended authorization**
- **Attach supplemental documentation**
- Sign up for **in-app status-change notifications** directly from the health plan
- Access a **multi-payer authorization log**
- Submit inpatient concurrent reviews online if you have Health Information Exchange (HIE) capabilities (Fax is no longer required.)
- Review inpatient admission notifications and provide supporting clinical documentation

To register for provider portal access, please visit www.navinet.net.

Questions: Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

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Need to update your provider information? Send full details to network@amerihealthcaritasla.com.