

1/15 ILOS Learning Collaborative Session #6: ILOS Office Hours
Follow Up

1. Can Medicaid Health Plans (MHPs) provide Prescription vouchers to Enrollees directly?

MHPs are not permitted to issue the Produce Prescription voucher directly to Enrollees. Vouchers must be issued by CHAMPS-enrolled ILOS Providers. However, MHPs may distribute (e.g., mail) a Produce Prescription voucher issued by ILOS Providers to an Enrollee. The entity issuing the voucher is considered to be the ILOS Provider, not the MHP, and billing and claims should reflect this.

2. Can Enrollees be notified of ILOS authorization through email, text messages, or telephone?

MHP policies and procedures must address how MHPs will notify Enrollees of authorization determinations. Enrollees may be notified of ILOS authorization through a variety of methods, including but not limited to, email, text, or telephone.

Per the CHCP contract, Adverse Benefit Determinations must be made in writing, except for when an eligible Enrollee chooses not to participate.

3. If an Enrollee loses Medicaid eligibility before the end of the ILOS authorization period, are MHPs required to send the Enrollee a deauthorization notice for ILOS?

If an Enrollee loses Medicaid eligibility before the end of the ILOS authorization period, MHPs are not required to send a deauthorization notice for ILOS.

4. If an MHP denies an Enrollee under age 21 for an ILOS, are they required to conduct a secondary clinical review under the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit?

ILOS are not subject to federal EPSDT requirements, and MHPs are not required to conduct a secondary clinical review if they deny an Enrollee under age 21 an ILOS.