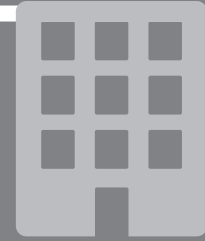


In Lieu of Services



WellCare of North Carolina offers services or settings that are appropriate alternatives to services covered by NC Medicaid. These are called “in lieu of” services. WellCare of North Carolina offers the following in lieu of services:

- ✓ Mental Health Intensive Outpatient Treatment
- ✓ Institute for Mental Disease for Acute Psychiatric Care
- ✓ Behavioral Health Urgent Care
- ✓ Programs for High Risk Populations

These are affordable options to services such as hospital stays and emergency department visits.

Intensive Outpatient for Mental Health (IOP) offers professional care, as well as peer support by those with lived experience. This service may be appropriate for:

- ✓ Members needing more intensive care (but not inpatient treatment); or
- ✓ Members leaving inpatient care who need more than outpatient support.

Institute for Mental Disease for Acute Psychiatric Care (IMD) provides access to continuous evaluation and treatment for inpatient psychiatric or substance use disorders. Eligible members age 21–64 may be treated for up to 15 days per calendar month in an IMD.

Behavioral Health Urgent Care (BHUC) is for members having behavioral health crises. After triage to assess the need for urgent or emergent services, BHUC may include help from nurses and psychiatrists, case management, and discharge planning.

Programs for High Risk Populations offers in-home services to help members transition to community-based services. This includes crisis response services for up to 120 days. This is a time-limited, intensive child and family intervention. It is based on the clinical needs of members age 5–17 at risk for foster care or need extensive outpatient help after leaving a hospital setting.

Member Rights

Deciding if an ILOS is right for you is a team effort. We work with your care team to make the best choice. The choice, however, is yours. **You do not have to take part in any of these programs.**



If you have any questions about any of the benefits or services above, call Member Services at **1-866-799-5318** (TTY: **711**).



WellCare of North Carolina complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation.

If English is not your first language, we can help. Call **1-866-799-5318** (TTY: 711). You can ask us for the information in this material in your language. We have access to interpreter services and can help answer your questions in your language. You can get this material and other plan information in large print for free. To get materials in large print, call Member Services at **1-866-799-5318**.

Spanish: Si el inglés no es su lengua materna, podemos ayudarle. Llame al **1-866-799-5318** (TTY: 711). Puede solicitarnos la información en este material en su idioma. Tenemos acceso a servicios de intérpretes que pueden ayudarle a responder preguntas en su idioma. Usted puede obtener este material y otra información del plan en letra de imprenta grande gratis. Para obtener materiales en letra de imprenta grande, llame a Servicios a Miembros al **1-866-799-5318**.

Chinese: 如果英語不是您的第一語言，我們可以提供幫助。請致電 **1-866-799-5318** (TTY: 711)。您可以 用 您的語言向我們詢問此材料中的訊息。我們可以使用口譯服務，並用您的語言幫助回答您的問題。您可以大字體免費獲得此材料以及其他計劃資訊。如需以大字體獲得材料，請致電會員服務 **1-866-799-5318**。