

County of San Diego Mental Health Plan  
**Intensive Home-Based Services (IHBS)**  
**Prior Authorization Request**



2024

**COMPLETED BY:**

1. Licensed/Waivered Psychologist
2. Licensed/Registered/Waivered Social Worker or Marriage and Family Therapist
3. Licensed/Registered Professional Clinical Counselor
4. Physician (MD or DO)
5. Nurse Practitioner

*Note: Child/Youth must be receiving Intensive Care Coordination (ICC) in order to be eligible for IHBS*

**COMPLETION REQUIREMENTS:**

1. IHBS Prior Authorization Request form is completed and submitted to Optum via FAX (866) 220-4495 or through the [IHBS Prior Authorization Web-Based](#) for all clients that will be receiving IHBS prior to initial provision of IHBS
2. Continuing request is completed by IHBS provider and resubmitted within 12 months before previous authorization expires
3. Prior authorization must be obtained before IHBS are initiated

**DOCUMENTATION STANDARDS:**

*The following elements of the IHBS Prior Authorization Request form must be addressed*

1. Client Information
  - Must include name, DOB and Client ID
2. Program Information
  - Must include Legal Entity, Program Name, Phone, Fax, Unit #, Subunit # and Program Manager Name
3. Medical Necessity (All items required for authorization of IHBS)
  - Must indicate client is under the age of 21 (service only available to youth under age 21)
  - Must indicate that Client is eligible for and receiving ICC Services (Not eligible for IHBS unless receiving ICC)
  - Must indicate medical necessity criteria [BHIN 21-073](#) is documented in the Behavioral Health Assessment (BHA) or Progress/CFT Note. Include date of BHA or Progress/CFT Note and DSM/ICD Mental Health diagnosis
  - Amount requested: Must select only one
    - Up to 15 hours per week
    - 16-25 hours per week
      - If 16-25 hours of IHBS per week is selected, provider must attach written Contracting Officer Representative (COR) support and documented rationale for not referring to TBS
  - Duration requested: IHBS will be requested for up to 12 months
4. Authorization Determination:
  - Optum will make a determination to approve the request when the 5 IHBS criteria are met and provides authorization determination within 5 business days of receipt
  - Optum will send the approved authorization to requesting provider which will include start and end date for IHBS (scope, amount and duration) to be filed in hybrid chart  
OR
  - Optum will deny, modify, reduce, terminate or suspend IHBS request and an NOABD will be sent to Medi-Cal beneficiary and requesting provider