

## Health-Related Services: Individual Flexible Services

Flexible services are available for any InterCommunity Health Network Coordinated Care Organization (IHN-CCO) member. Flexible services are types of health-related services. These are cost-effective services offered to a member on top of covered services. Flexible services are items and/or services that do not have a normal billing code, i.e. CPT code.

### Some examples of flexible services may include:

- Weighted blanket.
- Adaptive clothing.
- Wellness and prevention.
- Housing help, such as rental application fees.

### Who can make the request?

- Requests for flexible services may come from the following places:
  - A member.
  - A member's primary care provider or care management team.
  - Specialists.
  - Oral health providers.
  - Behavioral health providers.
  - Participants of the member's Interdisciplinary Care Team.

### What documents are needed?

- Flexible service request form.
- Flexible service made to be part of a member's treatment/care plan.
- Cost.
- Billing source or repayment method. Please note: Invoices may also require a completed W-9.
- Other resources (if applicable).
- Likely outcomes and long-term plan (must be able to be measured and part of the care plan).

### What is a treatment plan/care plan?

- A plan in writing that has targets and goals. These are individual to each member. They go over the plan/care/services to be given, timeframe until done, and planned outcomes.

### What if you cannot get the documents you need?

- Please call IHN-CCO Customer Service at 541-768-4550 or 800-832-4580. Someone will work with your PCP to get this information.

### How long does the process take?

- Most requests are reviewed and answered in 10 business days from the date we get it. For some requests it may take 30 days or longer for us to review and answer.

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