



# The Assisted Living (AL) In Lieu of Services (ILOS) Option in Community HealthChoices (CHC)

Long-Term Services and Supports Subcommittee  
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# Population Focus

- UPMC Community HealthChoices (CHC) utilizes Assisted Living (AL) in Lieu of Services (ILOS) to support Participants we serve who cannot maintain health or safety independently and require significant supervision
- AL ILOS may be appropriate for Nursing Facility (NF) Participants **or** may also be an option for Home and Community-Based Services (HCBS) Participants in place of Long-Term Care in an NF
- AL ILOS may be considered to help when there are:
  - Barriers securing housing while needing Activities of Daily Living (ADL) support
  - Lack of informal supports or a reliable back-up safety plan
  - Need for assistance with medication administration

# Determining Appropriateness for Assisted Living (AL) In Lieu of Services (ILOS)

## As per Department of Human Services (DHS) guidance and program charter:

AL ILOS referrals and criteria are determined by the Managed Care Organization (MCO) and include but are not limited to:

- Imminent risk of Long-Term Care (LTC) in Nursing Facility (NF)
- Participants in LTC NF with barriers such as lack of housing and informal supports

# Sources of Assisted Living (AL) In Lieu of Services (ILOS) Requests

- It is important to note that the Community HealthChoices (CHC) Managed Care Organizations (MCOs) are the lead in all AL ILOS activities. As such, the CHC MCO initiates the transition of the Participant from either the Home and Community-Based Services (HCBS) or Nursing Facility (NF) settings into the ILOS option
- Requests for consideration of AL ILOS may come from any of the following sources:
  - Participant, Power of Attorney (POA), or Legal Guardian
  - NF social worker
  - Assisted Living Residence (ALR)
- If you believe you or one of your patients could be appropriate for ALR, please reach out to your SC or Network Manager

# Review Process

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- All requests to utilize the Assisted Living (AL) In Lieu of Services (ILOS) option are reviewed and approved by the UPMC Community HealthChoices (CHC) leadership committee
  - The committee consists of three members of the Senior Leadership Team, all of whom have clinical nursing backgrounds
  - If additional review or consideration is necessary, CHC Clinical Operations Associate Vice Presidents, Medical Directors and Medical Care Managers are included in the review process
  - If a request is not approved, an adverse determination is made, and the Participant will receive a letter explaining the decision and how to file a Complaint & Grievance if desired

# Participant Informed Choice

- Once an Assisted Living (AL) In Lieu of Services (ILOS) request is approved, the Service Coordinator (SC):
  - Informs the Participant of the option to move to an Assisted Living Residence (ALR)
  - Reviews the anticipated financial responsibility for room and board with the Participant (comparable to Nursing Facility Patient Liability, including a Personal Needs allowance deduction)
  - The AL ILOS approval and the Participant discussion is recorded in the Participant's record
- If the Participant wishes to pursue the AL ILOS option, the SC:
  - Assists the Participant in identifying a contracted ALR within their preferred geographic area
  - Reviews ALR resources with the Participant, including websites that offer virtual tours, to facilitate informed decision-making

# Participant Informed Choice (continued)



- Once an Assisted Living Residence (ALR) is identified, the Service Coordinator (SC):
  - Contacts the ALR's Intake Coordinator to verify unit availability and initiate the admission process
  - When requested by the Participant, the SC arranges an in-person tour and typically joins the Participant on-site to support the visit and address any questions

**Important to Note-**

The County Assistance Office (CAO) determines the Patient Liability, not the SC. The CAO must remain involved to support the Participant with any necessary paperwork to determine the patient pay portion

# Move in Assistance Funds

In the event a Participant requires household items to support their independence in the community UPMC can help with some one-time move in funds

Example items these funds can include:

- Kitchen Essentials:**

Microwave/toaster oven, coffee pot, oven mitts, dish towels, dishes, groceries

- Bathroom Essentials:**

Towel set, shower curtain, floor mat, shower caddy, hamper, trash can, toothbrush, toothpaste, shampoo and conditioner, hand soap

- Bedroom Essentials:**

Mattress cover, pillow, bed in the bag set, alarm clock, power strip, hangers

- Miscellaneous Essentials:**

Phone or phone card, lock box, dressing aids, clothing

# First Successful Placement

Our first successful transition to an Assisted Living Residence (ALR) was with Ms. ST. She resided in a Nursing Facility (NF) custodial setting for approximately 1.5 years before successfully transitioning to an ALR in August 2025



\*Ms. ST gave consent for these pictures to be shared during this presentation and beyond.\*

# Assisted Living (AL) In Lieu of Services (ILOS) at UPMC Community HealthChoices (CHC): Fostering Independence with Support



- In 2025, UPMC CHC has successfully transitioned nine Participants to Assisted Living Residences (ALRs), with several additional Participants in the queue preparing to move
- To date, only one Participant has returned to a Nursing Facility (NF), following an unexpected illness that required a higher level of care
- All Participants currently living in an ALR report they are satisfied with their new home.
  - If a Participant expresses dissatisfaction with the ALR, the Service Coordinator (SC) will discuss further with the Participant to identify and address the issue
    - If the Participant prefers to leave the ALR for a different setting, the SC will assist



Thank You!!

