

Provider Notice

To: **All Network IBHS Providers**
From: **Jessica Yasher, Director of Operations**
Date: **May 6, 2026**
Subject: **IBHS 26 101: IBHS Monitoring Reminder**

This Provider Notice serves as a reminder to all in-network IBHS prescribers of the expectations for IBHS monitoring. More specifically, per [Policy CM-CAS-060 Initial Individual Intensive Behavioral Health Services \(IBHS\) Service Capacity and Referral Monitoring](#), providers are required to open an IBHS Written Order/BPE Receipt Notification assessment in Jiva for each Member for whom the provider cannot initiate the IBHS assessment within seven (7) calendar days of receiving the IBHS Written Order. To open an IBHS Written Order/BPE Receipt Notification, provider will need to follow the “Guidelines for Completing a Member Level Assessment” on page 6 of the [Jiva Provider Portal Guidelines](#).

For each IBHS Written Order/BPE Receipt Notification assessment opened, PerformCare will conduct bi-weekly outreach to the provider to obtain status updates until either the IBHS assessment begins, or the Member/Parent/Guardian opts to transfer to another IBHS Provider [and the provider submits the IBHS Written Order to PerformCare to initiate its referral process].

As an additional reminder, this process/policy excludes Members who have primary commercial insurance with an ABA benefit. Providers are expected to assist the Member/Parent/Guardian by coordinating with the Member’s commercial insurance.

If you have questions or need further assistance, please contact your Account Executive.

cc: Lisa Hanzel, PerformCare
Scott Suhring, Capital Area Behavioral Health Collaborative
Genevieve Harper, Tuscarora Managed Care Alliance
PerformCare Account Executives