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**CHAPTER 37: PHARMACY BENEFITS MANAGEMENT SERVICES**

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**LOCK-IN PROGRAM**

The Lock-In Program is designed to educate recipients who may be misusing program benefits and to ensure that program funds are used to provide optimum healthcare services for recipients. Recipients who misuse or over-utilize pharmacy and physician benefits may be restricted to the use of:

- One pharmacy and/or specialty pharmacy;
- One physician; and
- Up to three specialists, if needed, for Physician-Pharmacy Lock-In.

In addition, recipients may be restricted to one pharmacy and/or specialty pharmacy provider (for Pharmacy Only Lock-In). Claims written by dental prescribers are exempt from Lock-In edits.

**Choosing a Lock-In Provider**

A Medicaid recipient loses his/her freedom of choice of providers when selected for enrollment in the Lock-In program. A Lock-In recipient must choose the following as his/her Lock-in providers:

- One primary care physician provider;
- Up to three specialist(s) when warranted; and
- One pharmacy provider and/or specialty pharmacy if needed.

Only physicians can prescribe medications for Lock-In recipients. Approval of selections is required from the Louisiana Medicaid Pharmacy Program.

Under most circumstances, recipients with providers listed under the Lock-In segment of Recipient Eligibility Verification System (REVS) or Medicaid Eligibility Verification System (MEVS) are restricted to receiving physician and pharmacy services from these providers.

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The Lock-In system affects the recipients only in the areas of physician and pharmacy services. Services other than physician or prescription drug services may be rendered to eligible recipients without Lock-In restrictions.

If a recipient chooses to change Lock-In provider(s) or add a specialist, the recipient must contact the Lock-In Unit. If a provider chooses to no longer be a recipient's Lock-In provider, the provider should contact the Lock-In Unit. (See Appendix 37.5.4 for contact information.)

**Specialist**

The recipient may add up to three specialist providers when his/her medical condition warrants treatment by a specialist.

**Infusion Pharmacy**

In special circumstances, a recipient may need the services of an infusion pharmacy and is allowed to add a second pharmacy to bill intravenous medication only.

**Lock-In Emergencies**

Providers not named on the Lock-In segment accessed through MEVS or REVS can provide services; however, no payment will be made to these providers. The Bureau of Health Services Financing (BHSF) recognizes that there will be unusual circumstances when it is necessary for a pharmacy or physician provider to grant services for a Lock-In recipient when the provider is not named on the eligibility file on REVS or MEVS. Payment will be made to any physician or pharmacist enrolled in Louisiana Medicaid who grants services to a Lock-In recipient in emergency situations, or when life-sustaining medicines are required. Prescriptions written as a result of an emergency visit or as a discharge prescription following a hospital admission are applicable for payment if the correct emergency procedure is followed. These claims should be submitted electronically with an emergency override. The notation "Emergency Prescription" or

"Discharge Prescription" must be written on the hardcopy prescription by either the prescribing physician or the dispensing pharmacist.

**NOTE:** Refer to Appendix 37.5.1 for a link to access the (POS) User Guide for detailed information regarding submission of these claims.

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**Referrals**

There may be circumstances under which it is necessary for a Lock-In physician to refer the Lock-In recipient for consultation with another physician on a short term basis. (The consulting physician may be reimbursed for the consultation if that consulting physician enters the name and provider number of the referring Lock-In physician in the Referring Physician block on the claim).

Prescriptions written by the consulting physician will deny when submitted by the Lock-In pharmacy. These prescriptions may be rewritten or authorized by one of the recipient's Lock-In physicians. The pharmacist should submit these prescription claims with the authorizing Lock-In physician's Medicaid provider number.