
CHAPTER 37: PHARMACY BENEFITS MANAGEMENT SERVICES

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37.17 LOCK-IN PROGRAM

Overview

Introduction

The Bureau of Health Services Financing (BHSF) has developed a program to educate recipients who may be misusing program benefits and to ensure that program funds are used to provide optimum health services for recipients. Recipients who misuse or over-utilize pharmacy and/or physician benefits may be restricted to the use of one pharmacy and one physician, or one pharmacy provider (for pharmacy only Lock-In).

In This Section

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37.17.1 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 is asked to choose one primary care physician provider, specialist when warranted, and one pharmacy provider to be the Lock-In providers. 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 REVS or MEVS are restricted to receiving physician and pharmacy services from these providers.

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 their local Medicaid office. If a provider chooses to no longer be a recipient's Lock-In provider, the provider should contact the Lock-In Unit at 225-216-6245 or Fax 225-216-6334.

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.

37.17.2 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

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Prescription” or “Discharge Prescription” should be written on the hardcopy prescription by either the prescribing physician or the dispensing pharmacist. Please ensure that the notation is included on the hard copy claim for audit purposes.

Note: Refer to Appendix D Point of Sale User Guide for detailed information regarding submission of these claims.

37.17.3 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 by one of the recipient’s Lock-In physicians or may be authorized by one of the Lock-In physicians. The pharmacist should submit these prescription claims with the authorizing Lock-In physician’s Medicaid provider number.
