



DATE: October 8, 2024

TO: Commonwealth of Kentucky Medicaid Pharmacy Network

FROM: MedImpact Healthcare Systems

Subject: **MCO Pharmacy Lock-In Program Policy**

Status: MedImpact would like to inform the provider network of each managed care organization's (MCO) lock-in program policy.

Lock-in restricts a members' utilization to a single designated prescriber, pharmacy or both. Member Lock-In identification, management, and updates remain the responsibility of the member's MCO plan. MCOs provide member lock-in files to MedImpact on an as needed basis, sending updated member restriction records when changes are necessary. Please see attached the lock-in program policy for each MCOs.

Managed Care Plans	Lock-In Program Information
Aetna Better Health of Kentucky	Please find attached Aetna Better Health of Kentucky (ABHKY) Lock-In Policy along with additional information regarding their procedures. Pharmacy providers can contact Member Services at 1-855-300-5528 Monday-Friday 7AM-7PM EST. Please ask to speak to the lock-in department for further assistance.
Anthem Blue Cross Blue Shield	Please find attached Anthem Blue Cross Blue Shield's Lock-In Policy. Providers can contact Member Services at 855-690-778 and ask for lock-in.
Humana Healthy Horizons in Kentucky	Please see the attached Lock-In Policy along with information from Humana's provider manual . The Lock-in Program is designed for individuals receiving Medicaid in Kentucky who need help managing their use of prescription medications. It is intended to limit overuse of benefits and reduce unnecessary costs to Medicaid while providing an appropriate level of care for the enrollee. Humana Healthy Horizons enrollees who meet the



	<p>program criteria will be locked in to one pharmacy. The Lock-in Program is required by Kentucky DMS. Humana Healthy Horizons monitors claim activity for signs of misuse or abuse in accordance with state and federal laws. If a review of an enrollee's claim activity reveals a health and safety concern with the number and type of controlled substance prescriptions or misuse of prescriptions, the enrollee is considered a candidate for the Lock-in Program. Enrollees identified to be enrolled in the Lock-in Program receive written notification from Humana Healthy Horizons, along with the designated Lock-in pharmacy's information and the enrollee's right to appeal the decision. Enrollees are initially locked-in for a total of 12 months, during which the enrollee can only request a change from their designated Lock-in provider once. Once the 12-month lock-in period expires, the lock is released for six months. A utilization review is then completed to determine if the enrollee would benefit from continuing in the Lock-in Program. If the decision is made to continue, the new lock-in period is in place for 24 months.</p> <p>Referrals Humana Healthy Horizons monitors enrollees' claim history and utilization to identify enrollees who may benefit from enrollment in the pharmacy Lock-in Program. Enrollees also may be referred for evaluation to participate in the Lock-in Program by their PCP or a specialist by calling 855-330-8054. Excluded from enrollment in the Lock-in Program are enrollees who are:</p> <ul style="list-style-type: none">• Diagnosed with sickle cell disease or cancer• Residing in institutionalized settings (e.g., nursing facilities)• Dual-enrolled in Medicare and Medicaid• Identified participating in the Guardianship program
Passport Health Plan by Molina Healthcare	See attached the current program description for Passport Health Plan by Molina Healthcare's Coordinated Services Program (Lock-In).
UnitedHealthcare	See attached UnitedHealthcare's lock-in policy. Please contact and refer any questions to Cindy Shuck. Phone number or email address to be used to educate pharmacy providers on lock-in procedures.



WellCare of Kentucky	Please see the attached for WellCare’s Lock-In policy. WellCare’s contact information for lock-in would be: Pharmacy_Lock_Management@centene.com
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MCO Lock-In Contact Information

Lock-in override requests are also managed by the member’s enrolled MCO and their care management teams have permission to update a member lock-in record, if necessary, to ensure member access to medication therapy. The contact information for each Kentucky Medicaid managed care plan is listed below.

Kentucky Medicaid Managed Care Plans	Contact Information
Aetna Better Health of Kentucky	Pharmacy providers can contact Member Services at 1-855-300-5528 Monday-Friday 7AM-7PM EST. Please ask to speak to the lock-in department for further assistance.
Anthem Blue Cross Blue Shield	Providers can contact Member Services at 855-690-7784 and ask for Lock-in. Kelly Cleary, Pharmacy Service Coordinator Sr.Kentuckycm@Anthem.com Rhonda Witten, Manager II Case Management Services Sr.Kentuckycm@Anthem.com
Humana Healthy Horizons in Kentucky	Enrollees also may be referred for evaluation to participate in the Lock-in Program by their PCP or a specialist by calling 855-330-8054.
Passport Health Plan by Molina Healthcare	Holly Dutcher, Manager, Healthcare Services Office: 502-585-8358 Email: Holly.dutcher@molinahealthcare.com Betsy Kirk, Director, Healthcare Services



Kentucky Medicaid Managed Care Plans	Contact Information
	Office: 502-585-8447 Email: Betsy.kirk@molinahealthcare.com
UnitedHealthcare	Please refer any questions to Cindy Shuck: Office: 952-202-8643 Email: cynthia_shuck@uhc.com
WellCare of Kentucky	Email: Pharmacy_Lock_Management@centene.com

KY MCO Contact Information

Program Questions	KYMCOPBM@MedImpact.com
Pharmacy Help Desk	(800) 210-7628 [24 hours per day/ 7 days per week]
Prior Authorizations	Phone (844) 336-2676 [8:00AM - 7:00PM EST/ 7 days per week]; Fax (858) 357-2612
Pharmacy Portal	https://kyportal.medimpact.com/
BIN: 023880 / PCN: KYPROD1 / GROUP: KYM01	