

What is the Passport Health Plan Lock-In Program?



The Passport Health Plan (PHP) Lock-In Program is designed to ensure medical and pharmacy benefits are received at an appropriate frequency and are medically necessary. The Lock-In Program is a requirement of the Kentucky Department for Medicaid Services (DMS).

Inappropriate use or abuse of Plan benefits may include:

- Excessive emergency room or practitioner office visits;
- Multiple prescriptions for controlled substances from different prescribers and/or pharmacies; and/or
- Reports of prescription drug abuse from law enforcement agencies, practitioners, OIG Plan staff, PHP Member Services; and/or polypharmacies.

Under the Lock-In Program, a committee reviews possible over-utilization, including members' pharmacy and medical claim history, and diagnoses on file. Based on the committee's decision, members are referred to our Case Management department, or they are "locked-in" to a specific provider and/or pharmacy for focused access to care and services. A member will be locked-in for a minimum of 12 months. All members have the right to appeal. At least annually, members placed in lock-in will be reviewed to determine whether to maintain lock-in status for another 12 month period.

The Lock-In Program is not intended to penalize or punish the member. The program is intended to:

- connect members with case managers who can identify reasons for over use of medical services and provide education on their health care needs;
- reduce inappropriate use of medical services;
- facilitate effective utilization of health care services; and
- enhance quality of care by developing a stable patient-physician and patient-pharmacist relationship.

How to Refer a Member

To refer a member, to determine if a member is part of the Lock-In program, or for general questions regarding the program, please contact our Lock-In Coordinator at (502) 585-7930 or write to:

Passport Health Plan
Attn: Lock-In Coordinator
305 West Broadway, 3rd Floor
Louisville, KY 40202

How to Report Fraud and Abuse

If you suspect fraud and/or abuse by a Passport Health Plan member or provider, it is your responsibility to report this immediately by calling one of the telephone numbers listed below:

Plan's Fraud, Waste and Abuse Hotline: (866) 833-9718
KyHealth Choices Medicaid Fraud Hotline: (800) 372-2970
Passport Health Plan Compliance Department: (502) 585-7954