

June 28, 2011

Coming Soon: PHP Lock-In Program Changes

Dear Provider:

To promote continuity of health care and reduce costs associated with unnecessary overuse of Medicaid services, the Department for Medicaid Services (DMS) has amended the regulation that guides the Medicaid recipient Lock-In program.

In the near future, Passport Health Plan (PHP) will make several important changes to our Lock-In program to comply with the amended regulation. We will send further communications as dates and details become available.

Lock-In Program Changes:

- Members will be restricted to a designated hospital for non-emergency services if, within 12 months, they:
 - Had at least 4 hospital emergency department visits; or
 - Received services from at least 3 different hospital emergency departments for a non-emergency medical condition.

Other Lock-In Criteria:

- Passport Health Plan currently requires all members to have a primary care provider (PCP). Members may also be restricted to receiving prescriptions from one pharmacy and controlled substances from one prescriber if within 12 months they:
 - Received services from at least five (5) different providers;
 - Received at least ten (10) different prescription drugs; and
 - Received prescriptions from three (3) or more pharmacies.

Member Responsibility:

- Members who receive services from a non-designated or non-referred provider (i.e. via PCP) and are informed of the financial responsibility before the service is provided will be responsible for payment.
- Members who receive services provided in the emergency department of a hospital for a condition that is not determined to be an emergency will also be responsible for payment.

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Exceptions:

Members are excluded from the PHP Lock-In Program if they:

- Reside in a long-term care facility or personal care home;
- Are under the age of 18;
- Receive Medicare benefits;
- Receive hospice services;
- Use services which are necessary to treat complex health conditions, as determined by the PHP Lock-In Committee.

Reference: 907 KAR 1:677, Medicaid recipient lock-in program.

We will send further communications as dates and details become available.

As always, thank you for your continued efforts on behalf of our members. If you have questions about this communication, please contact our Lock-In Coordinator at (502) 585-7930, your Provider Relations representative, or the Provider Relations department at (502) 585-7943.

Sincerely,

A handwritten signature in black ink that reads "SJ Houghland". The signature is written in a cursive, flowing style.

Stephen J. Houghland, M.D.
Interim Chief Medical Officer