

**Date:** October 18, 2017

### **Pharmacy lock-in program for members**

To restrict members who may have misused pharmacy services and to support efforts to prevent fraud, waste, and abuse, AmeriHealth Caritas Iowa is implementing a recipient restriction “lock-in” program, that went into effect on August 17, 2017. The intent of the lock-in program is to assign members to a pharmacy for two years to prevent and reduce the misuse of pharmacy services.

As part of the lock-in program, a multi-disciplinary team at AmeriHealth Caritas Iowa follows established procedures to review member medical and pharmacy utilization for the purpose of identifying misuse, abuse, or potential fraud. Indicators of misuse, abuse, or potential fraud include, but are not limited to:

- Member had narcotic prescriptions from two or more different prescribers for each month during a three-month timeframe.
- Member had two or more pre-determined medications filled at two or more pharmacies for each month during a three-month timeframe.
- Member had two or more duplicate medications filled each month during a three-month timeframe.
- Member is receiving very high doses or quantities of pain medication.
- Member requested voluntary restriction to a pharmacy.
- Suspected submission of fraudulent prescription and/or use of another member's AmeriHealth Caritas Iowa ID card.

### **Lock-in notice**

If the multi-disciplinary team finds evidence of misuse, abuse, or potential fraud of pharmacy services from a member, AmeriHealth Caritas Iowa will send notice to:

- The member.
- The member’s PCP.
- The pharmacy assigned to the lock-in member.

Each notice will outline the details of the member’s lock-in assignment to a pharmacy for two years. A report with a listing of lock-in members will also go to the Iowa Medicaid Enterprise each month.

### **Referrals**

Providers and pharmacies can refer members to our lock-in program if they suspect misuse, abuse, or potential fraud of pharmacy services. Additionally, members can voluntarily choose to be part of the lock-in program. To refer a member to our lock-in program, you can:

- Contact Pharmacy Member Services at **1-855-332-2440** and ask to speak to the Member Lock-In Program Coordinator to refer a member or to receive additional information.
- Use our [secure contact form](#), located at [www.amerihealthcaritasia.com](http://www.amerihealthcaritasia.com) in the [Providers](#) section, then [Pharmacy services](#), and then [Member Lock-In Program](#) under **Provider referrals**.



When using the secure contact form, please:

- Complete all of the member's information in the appropriate fields.
- Put the member's AmeriHealth Caritas Iowa ID in the Provider/Member ID field.
- Provide your email address in that field.
- Choose "Pharmacy – Lock-in Referral" as the subject.
- Add any comments that you feel may be helpful, such as:
  - Examples of how the member might be misusing or abusing medical and/or pharmacy services.
  - Examples of specific pharmacies, providers, or drugs that cause concern and why.

### **Claim rejection**

If a member enrolled in our lock-in program uses a pharmacy that is not his/her designated pharmacy, the non-designated pharmacy will see the following point-of-sale (POS) claim rejection:

**NCPDP ERROR 66 – MEMBER IS NOT SERVICED BY THIS PHARMACY- Lock-In Program Member -call 1-855-328-1612.**

Please be sure to check the member's lock-in status prior to providing any pharmacy services by logging into [NaviNet](#), our secure provider portal. If a member is locked-in with a pharmacy, this will be indicated under **Member Restriction Information** in the member's **Medical Clinical Summary\*** in NaviNet.

*\*If you do not have access to the Medical Clinical Summary in NaviNet, you can request access from your office's or clinic's NaviNet Security Officer.*

### **Get help**

If you have any questions about our lock-in program, or there is an emergent need for a lock-in member to receive services outside of his/her assigned pharmacy, please call Member Services at **1-855-332-2440** and ask to speak to the Member Lock-In Program Coordinator. You can also visit the [Member Lock-In Program](#) web page, contact your [Provider Network Account Executive](#), or call Provider Services at **1-844-411-0579**.

For a complete list of our provider notifications, view the [latest provider updates](#).