

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 from different prescribers and/or pharmacies; and/or
- Reports of fraud, abuse, or misuse from law enforcement agencies, practitioners, Office of the Inspector General, pharmacies, and Plan staff.

Under the Lock-In Program, a member's medical and pharmacy claim history and diagnoses are reviewed for possible overutilization. Members who meet the criteria will either be locked-in to a designated hospital for non-emergency services; and/or one prescriber and one pharmacy for controlled substances.

- 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.

All designated providers (i.e. PCPs, controlled substance prescribers, hospitals and pharmacies) will receive written notice of the members' Lock-In status. All members have the right to appeal. A member will be locked-in for a minimum of 24 months. At least annually, members will be reviewed to determine whether to maintain their 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 health care 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
5100 Commerce Crossings Drive
Louisville, KY 40229

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:

Corporate Compliance Hotline: (855) 512-8500
KyHealth Choices Medicaid Fraud Hotline: (800) 372-2970