Pharmacy Lock-In Process

Education plan

**Purpose:** The Pharmacy Lock-In Plan focuses on the education of the INTotal Health enrollee who is locked in to one pharmacy and his or her specified prescribers. The purpose of this program is to control duplicate and inappropriate drug therapies.

**Members:** Any enrollee is eligible for lock-in. Enrollees most likely to benefit from this service are those who see multiple physicians with complicated drug regimens. Also, enrollees suspected of doctor shopping could be locked in to one pharmacy for their Medicaid prescriptions.

**HOW IT WORKS**

Once an enrollee has been chosen for pharmacy lock-in, INTotal Health notifies the enrollee in writing by certified mail. Information in the letter will include:

- Program policy and procedure
- Pharmacy selection
- Primary Care Provider (PCP) and other provider involvement
- Appeal and evaluation for continuation in the program

All of these elements are explained in the INTotal Health and Procedure for the INTotal Health Lock-In Policy, which is available upon request.

Once an INTotal Health enrollee has been identified for participation in the program, the enrollee and the enrollee’s PCP are notified by certified letter. The letter serves as notification to the PCP and provides the PCP with information regarding the enrollee’s pharmacy lock-in, along with a six-month prescription profile.

Once the enrollee is locked in, the enrollee is required to have prescriptions filled at the designated pharmacy. INTotal Health will allow a pharmacy other than the designated pharmacy to fill a 72-hour supply of necessary medication to ensure the provision of such medication on an interim/urgent basis when it is not available through the assigned pharmacy.

**WHAT PROVIDERS SHOULD DO**

Discuss lock-in with the enrollee at the enrollee's next visit. Reinforce the importance of keeping appointments and communicating with the PCP and the value of using a single pharmacy to avoid drug interactions and duplicate therapies. Review the six-month prescription profile with the enrollee; point out the importance of appropriate drug use and avoidance of drug interactions. Contact our Provider Services department for additional information at 1-855-323-5588.

**HOW WE MAKE OUR DECISIONS**

On a monthly basis, our clinical pharmacists review a six-month profile of enrollees who were referred to the program by health care professionals or who meet certain criteria and whose activities indicate they would benefit from pharmacy lock-in. We reserve the right to lock enrollees in to a particular pharmacy if we determine the enrollee may benefit from...
coordinated prescription care for reasons including inappropriate use of INTotal Health pharmacy services. Enrollees whose utilization and activities show misuse or abuse will be referred to the INTotal Health Lock-In program and possibly our compliance department for further investigation. The health plan will also review the enrollee’s medical background as it pertains to his or her prescription history to determine whether locking in the enrollee’s pharmacy use is necessary.

Enrollees identified as having coordination-of-care issues such as missing therapies consistent with treatment guidelines, inappropriate utilization, duplicate therapies, and/or potential drug-drug or drug-disease interactions will also be referred to the appropriate care management department(s) (e.g., Care Management, Disease Management and/or Pharmacist Care Management).

Our Pharmacy Lock-In Program is consistent with each state’s contract provision regarding pharmacy lock-in. As per each state contract, each lock in enrollee will be reviewed on an annual basis, and his or her lock-in status will be reported monthly to the states (or according to state-dictated time frames). The criteria used to identify enrollees in need of lock-in will change as needed to account for newly identified areas in need of review.