

NETWORK UPDATE ARTICLE

June 2015 Edition

Lock-In Program

The Lock-in Program requires an Anthem Blue Cross and Blue Shield Medicaid (Anthem) member to receive health care services from a designated provider, including a primary care physician, controlled drug prescriber, pharmacy, and hospital emergency room. A member may be assigned to the Lock-in Program due to overutilization of services in amount, duration, or scope from one or more providers, which exceed the amount that would be reasonably expected in medical or health benefits.

1. Members subject to the Lock-in Program are:
 - a. A new member restricted under a prior managed care plan Lock-in Program, when the restriction period for covered services has not expired. Anthem will apply the imposed restriction on the member's effective date or as soon as the restriction is communicated to Anthem. The restriction will remain in place for at least 24 months from initiation of the original lock-in. Anthem will inform the member, in writing, of the continued restriction. When the initial lock-in period expires, Anthem will re-evaluate the member's claims data to determine if the lock-in can be released. If lock-in criteria are still met, Anthem will recommend that the member continue enrollment in the Lock-in Program.
 - b. A current member who may potentially meet criteria for enrollment in the Lock-in Program.
2. Members exempt from the lock-in restrictions include:
 - a. Members residing in a nursing facility, group home, or personal care home.
 - b. Members under the age of 18 years.
 - c. Members receiving services through a home- and community-based waiver program.
 - d. Members receiving hospice services.
 - e. Members who have utilized health care services at a frequency or amount which was medically necessary to treat a complex, life threatening medical condition, as determined by Anthem.
 - f. A member who the Department of Medicaid Services has determined exempt due to their belief that it is not in the best interest of the member.

A member's lock-in status can be determined by accessing Patient360 from our web portal. Patient 360 is a read-only dashboard available through our secure provider [website](#).

If you have questions about the Lock-in Program, please contact your Provider Relations representative or Provider Services at **1-855-661-2028**.