

Amerigroup Lock-In program



What is the Lock-In program?

The Lock-In program is designed to manage members who may not be utilizing medical services appropriately and require an intensive care coordination system to help them better manage their health care. Members participating in the Lock-In program are assigned to one PCP, one pharmacy and one hospital for outpatient services. Lock-In members receive intensive medical oversight and coordinated care management by the assigned Lock-In PCP.

The Lock-In program may be considered for members who:



Are persistently non-compliant with treatment recommendations



Demonstrate abusive or threatening conduct



Utilize Medicaid services at a frequency or amount that is not medically necessary

How does the Lock-In program work?

The assigned Lock-In PCP will manage the member's health care needs and will make referrals to specialists only when necessary. The Lock-In PCP notifies Amerigroup of referrals made to a specialist by submitting to the Lock-In coordinator either a copy of the provider referral or a completed Amerigroup Provider Referral Form.

The Lock-In PCP is the primary prescribing physician. Narcotics and controlled substances should only be prescribed by the Lock-In PCP or approved by his or her specific referral. Lock-In PCPs are not required to provide services or medications that are not supported by medical necessity.

Why should providers verify Medicaid eligibility prior to rendering services?

The Kansas Medical Assistance Program (KMAP) website provides Medicaid eligibility as well as information indicating if a member is participating in the Lock-In program. Providers should utilize the KMAP website to check Medicaid eligibility and the Lock-In status **prior to rendering services to a member.**

Services rendered by providers who are not the assigned Lock-In provider without obtaining the written permission of the assigned Lock-In providers via referral will result in a denied claim. To appeal a denied claim, the provider must provide a copy of the referral from the assigned PCP or demonstrate evidence that a referral from the assigned PCP was provided to Amerigroup prior to rendering services. For more information, please contact the Provider Services unit at 1-800-454-3730.

How does Amerigroup provide support to our providers and our members?

We are committed to improving the quality of life of our members. Our dedicated Lock-In program coordinator works in tandem with the assigned Lock-In PCPs and associated specialists to help coordinate transitions in care and referrals to specialty care for our members.

Providers can quickly retrieve detailed records for members for whom they provide care through our provider self-service website using Patient360. This real-time dashboard gives providers a robust picture of a patient's health, treatment history and assigned Lock-In providers. Providers may access Patient360 by logging into our secure provider self-service website at providers.amerigroup.com/KS. For more information about Patient360 or accessing the secure website, please call us at 1-800-454-3730.

How to contact the Lock-In coordinator

You may contact your Lock-In program coordinator directly by calling 1-877-434-7579, ext. 35736 or via secured email to ks_lock-in_program@amerigroup.com. Member-specific Lock-In care coordination documents may be submitted via fax to Attn: Lock-In program coordinator at 1-877-820-9028.