Provider Update

Amerigroup RealSolutions in healthcare

Lock-In program update

Summary: Beginning August 1, 2015, services rendered by providers who are not the assigned Lock-In provider and have not obtained the written permission of the assigned Lock-In provider via referral will result in a denied claim.

✦ **What this means to you:** Providers should utilize the Kansas Medical Assistance Program (KMAP) website at https://www.kmap-state-ks.us/PROVIDER/SECURITY/logon.asp to check Medicaid eligibility and the Lock-In status prior to rendering services to a member.

What is the Lock-In program?

The Lock-In program assigns members to one single Lock-In primary care provider (PCP). The PCP manages members who may or may not be utilizing medical services appropriately and who require an intensive care coordination system to help them better manage their health care. 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 not supported by medical necessity. Members participating in the Lock-In program are assigned to:

- One PCP
- One pharmacy
- One hospital for outpatient services

The Lock-In PCP notifies Amerigroup Kansas, Inc. of referrals made to a specialist by submitting either a copy of the provider referral or a completed Amerigroup Provider Referral Form to the Lock-In coordinator.

What if I provided services and the claim was denied?

To appeal a denied claim, the provider must provide a copy of the referral form from the assigned Lock-In PCP or demonstrate evidence that a referral from the assigned Lock-In PCP was provided to Amerigroup prior to rendering services. For more information about claims, please contact Provider Services at 1-800-454-3730.

What if I need assistance?

For more information about the Lock-In program, please contact the Lock-In program coordinator at 1-877-434-7579, ext. 35736, or via email at ks_lock-in_program@amerigroup.com.

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call our Provider Services Unit at 1-800-454-3730.