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# Web Announcement 228

## Pharmacy Lock-In Program Implemented

Nevada Medicaid has implemented a pharmacy lock-in program for Nevada Medicaid/Nevada Check Up recipients who receive nine or more controlled substance prescriptions within a 60-day period. The goals of the lock-in program are to provide continuity of care, avoid potentially harmful over utilization of prescription drugs, and ensure that only the most medically necessary care and services are provided.

Once the Division of Health Care Financing and Policy (DHCFP) makes the decision to lock in a recipient to a specific pharmacy, First Health Services will send a notification to the recipient, the recipient's most utilized (locked-in) pharmacy and the recipient's physician(s). Recipients will be locked-in for controlled substances only. Recipients may change their lock-in pharmacy through their local Medicaid District Office.

If a lock-in recipient attempts to get a controlled substance from another pharmacy, the claim will deny with a "50" rejection code, which is "Non Matched Pharmacy ID Number." There will also be a transaction message that states "Non Matched Pharmacy ID - Check NPI/Locked In - Call 1-800-505-9185." Pharmacies may call First Health Services' Technical Call Center at (800) 505-9185 to determine the lock-in pharmacy or request an override to the denial. Overrides will be considered for one of the following circumstances: the lock-in pharmacy is out of stock; the lock-in pharmacy is closed; or the recipient is out of town and cannot access the lock-in pharmacy.

