



*****Attention NC Medicaid Providers*****

The NC Medicaid Outpatient Pharmacy Program **will re-implement the Beneficiary Management Lock-in Program (“Narcotic Lock-in Program”) on Sunday, March 1, 2015.**

The changes could affect pharmacy claims submitted for controlled substance medications in some NC Medicaid Beneficiaries.

Medicaid beneficiaries identified for the lock-in program are restricted to a single prescriber and pharmacy in order to obtain opioid analgesics, benzodiazepines and certain anxiolytics. The beneficiary must obtain all prescriptions for these medications from their lock-in Prescriber and lock-in Pharmacy in order for the claim to pay. Claims submitted that are written by a Prescriber or filled at a Pharmacy other than those listed on the lock-in file will be denied.

Inclusion in the Beneficiary Management Lock-in Program

NC Medicaid beneficiaries must meet one of the following criteria to be included in the program:

1. Beneficiaries who have at least ONE of the following:
 - a. Benzodiazepines and certain anxiolytics: > 6 claims in 2 consecutive months
 - b. Opiates: > 6 claims in 2 consecutive months
2. Receiving prescriptions for opiates and/or benzodiazepines and certain anxiolytics from > 3 prescribers in 2 consecutive months.

An enrolled Prescriber NPI is required on the pharmacy claim, so medical residents, nurse practitioners, or physician assistants should not be used as a Beneficiary’s lock-in prescriber, unless they are directly enrolled with Medicaid.

Beneficiary Management Lock-in Program FREQUENTLY ASKED QUESTIONS:

1. How are Beneficiaries notified they are in the Lock-in Program?

- a. Beneficiaries are notified via certified mail by CSC. If the Beneficiary does not choose a Provider (Pharmacy/Prescriber), it will be chosen for them.

2. Can a Beneficiary change their Lock-in Provider?

- a. Yes – all requests for changes will go through CSC using the toll free NCTracks Pharmacy Call Center phone number (1-866-246-8505). This number is also located on the letters sent to Beneficiaries, Pharmacies, and Prescribers. Beneficiaries may make one change to their lock-in Provider per lock-in period (1 year) without evaluation. Subsequent requests for Provider changes will be further evaluated by a CSC lock-in Pharmacist for appropriateness.

3. Is it possible for the Beneficiary to have 2 Lock-in Prescribers?

- a. Yes – For situations in which 2 Prescribers are being utilized (e.g. Psychiatrist prescribes benzodiazepine and Pain Management Physician prescribes narcotic), NCTracks may be requested to allow for up to 2 Prescribers for a single Beneficiary.

4. If a Beneficiary says they would like Provider X to prescribe/dispense his/her narcotics/benzodiazepines, do they have the ability to decline?

- a. Yes – Provider X can decline. The selected Lock-in Providers are sent a letter. If they choose not to be the Lock-in Provider, they should call the toll free number for NCTracks listed in their letter (1-866-246-8505).

5. What is the NCTracks Pharmacy Call Center phone number and hours of operation?

- a. **Phone:** 1-866-246-8505
- b. **Hours of operation:** Monday through Friday – 7:00 AM to 11:00 PM
Saturday and Sunday – 7:00 AM to 6:00 PM

As always, thank you for your support in serving our Medicaid and Health Choice communities!