

## PROVIDER BULLETIN

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### MO HEALTHNET MANAGED CARE MEMBER LOCK-IN

**Applies to: MO HealthNet Providers**

**Effective Date: July 1, 2020**

- MANAGED CARE MEMBER LOCK-IN**

The MO HealthNet Division is implementing new functionality for the member lock-in policy for Managed Care members for dates of service on or after July 1, 2020. If a MO HealthNet Managed Care member is at risk of inappropriately utilizing MO HealthNet benefits, he or she can be restricted to a pharmacy, physician and/or clinic in accordance with [13 CSR 65-3.010](#). This functionality currently exists for Fee-for-Service participants.

The new functionality will allow providers to see the providers the member is locked into when they check eligibility prior to providing services. Providers should check the electronic billing website eMOMED or the IVR (Interactive Voice Response) system accessed by contacting 573-751-2896. When checking eligibility, providers will see the following Eligibility/Benefit Information:

- N – Services Restricted to Following Provider
- Lock-In Information – Provider Name and Phone Numbers

Examples:

Eligibility / Benefit Information3 of 4								
Eligibility / Benefit Code	Service Type	Plan Code	Time Period Qualifier	Monetary Amt	Insurance Type	Medicare Nbr	Date Qualifier	From Date Thru Date
N - Services Restricted to Following Provider							291	07/20/2019 07/20/2019
Lockin Information								
Name	Office Phone	Hotline Number						
SSM MEDICAL GROUP INC	(636)498-5973							

Eligibility / Benefit Information4 of 4								
Eligibility / Benefit Code	Service Type	Plan Code	Time Period Qualifier	Monetary Amt	Insurance Type	Medicare Nbr	Date Qualifier	From Date Thru Date
N - Services Restricted to Following Provider							291	07/20/2019 07/20/2019
Lockin Information								
Name	Office Phone	Hotline Number						
CVS PHARMACY 02376	(314)535-1048							

Managed Care enrolled providers should contact their Managed Care Organization for questions regarding the member lock-in process and reimbursement.

**Provider Bulletins** are available on the MO HealthNet Division (MHD) website at <http://dss.mo.gov/mhd/providers/pages/bulletins.htm>. Bulletins will remain on the Provider Bulletins page only until incorporated into the [provider manuals](#) as appropriate, then moved to the Archived Bulletin page.

**MO HealthNet News:** Providers and other interested parties are urged to go to the MHD website at <http://dss.mo.gov/mhd/> to subscribe to the electronic mailing list to receive automatic notifications of provider bulletins, provider manual updates, and other official MO HealthNet communications via E-mail.

The information contained in this bulletin applies to coverage for:

- MO HealthNet Managed Care

Questions regarding MO HealthNet Managed Care benefits should be directed to the patient's MO HealthNet Managed Care health plan. Before delivering a service, please check the patient's eligibility status by swiping the MO HealthNet card or by calling the Provider Communications Interactive Voice Response (IVR) System at 573-751-2896 and using Option One for the MO HealthNet ID card.

**Provider Communications Hotline  
573-751-2896**