


Letter of Direction #77

Date: March 15, 2022

To: Centennial Care 2.0 Managed Care Organizations

From: Nicole Comeaux, Director, Medical Assistance Division 

Subject: Revision to 4.22.2 and 4.22.3 PCP and Pharmacy Lock-In

Title: Revision to PCP and Pharmacy Lock-In Requirements

The purpose of this Letter of Direction (LOD) is to inform the Centennial Care 2.0 Managed Care Organizations (MCOs) that sub-sections 4.22.2 and 4.22.3 will be added to the Medicaid Managed Care Services Agreement. Effective immediately, the MCOs are instructed to follow the revised requirements below.

4.22.2 PCP Lock Ins

4.22.2.1 For members in a PCP lock in who are transitioning from one MCO to another, the CONTRACTOR will accept members and shall review the member file within thirty (30) Calendar Days of the transition and determine if the member will remain in the PCP lock in. The CONTRACTOR shall inform the member in writing of the decision, including the reasons to remove or maintain the PCP lock in, and shall provide the member with the CONTRACTOR's grievance procedures within 14 days of determination.

4.22.3 Pharmacy Lock Ins

4.22.3.1 For members in a Pharmacy lock in who are transitioning from one MCO to another, the CONTRACTOR will accept members and shall review the member file within thirty (30) Calendar Days of the transition and determine if the member will remain in the Pharmacy lock in. The CONTRACTOR shall inform the member in writing of the decision, including the reasons to remove or maintain the Pharmacy lock in, and shall provide the member with the CONTRACTOR's grievance procedures within 14 days of determination.

This LOD will sunset upon inclusion in the Medicaid Managed Care Services Agreement.