

# WHAT YOU NEED TO KNOW ABOUT THE **LOCK-IN PROGRAM**

## AND HOW IT PREVENTS PRESCRIPTION MISUSE

**The Medicaid Lock-In Program limits patient access if they use Medicaid services or medications more often or in higher amounts than needed, to prevent misuse.**

If you are in the **Lock-In Program**, you can only use **ONE** pharmacy for a period of time. The name of your Lock-In pharmacy will be on “**Your Texas Benefits**” Medicaid ID card. You must use that pharmacy for Community First Health Plans to pay for your medicine.

**Your Medicaid benefits will not change.**

### **1. How long will I be locked in?**

36 to 60 months, or if needed, a longer period of time.

### **2. What if I move?**

If you move more than 15 miles away from your Lock-In pharmacy, call 211 and Community First to let us know your new address. You will also need to give us the name, address, and phone number of the new pharmacy you want to use.

### **3. What if I go to a different pharmacy?**

If you go to a pharmacy that is not the one on “Your Texas Benefits” Medicaid ID card, Community First will not pay for your medicine. **You will have to pay for your medicine yourself.**

Community First will only pay for your medicine at a different pharmacy if:

- Your Lock-in pharmacy does not have the medicine prescribed and cannot get it within 2-3 days, or
- You move more than 15 miles away from your Lock-in pharmacy and have not selected a new pharmacy, or
- Your Lock-In pharmacy is closed.

### **4. What if I change health plans?**

Even if you change health plans, your Lock-In status will not change until your Lock-In period is over.



For more information, call **Community First Member Services** at **1-800-434-2347**.