

What is the Vivida Health Lock-In Program?



The Vivida Health Lock-In Program is designed to ensure pharmacy benefits are received at an appropriate frequency and are medically necessary. The Lock-In Program is a requirement of the Florida Agency for Health Care Administration (AHCA).

Inappropriate use or abuse of Plan benefits may include:

- Excessive emergency room or practitioner office visits;
- Multiple prescriptions from different prescribers and/or pharmacies; and/or
- Reports of fraud, abuse, or misuse from law enforcement agencies, practitioners, Office of the Inspector General, pharmacies, and Plan staff.

Under the Lock-In Program, an enrollee's pharmacy claim history and diagnoses are reviewed for possible overutilization. Enrollees who meet the criteria will be locked-in to a designated pharmacy for controlled substances.

- Enrollees who receive services from a non-designated or non-preferred provider (i.e. via PCP) and are informed of the financial responsibility before the service is provided will be responsible for payment.

The designated pharmacy will receive written notice of the enrollees' Lock-In status. All enrollees have the right to appeal. An enrollee will be locked-in for a minimum of 12 month and a utilization review at 6 month intervals to determine whether to maintain their lock-in status.

The Lock-In Program is not intended to penalize or punish the enrollee. The program is intended to:

- Connect enrollees with case managers who can identify reasons for over use of pharmacy services and provide education on their health care needs;
- Reduce inappropriate use of health care services;
- Facilitate effective utilization of health care services; and
- Enhance quality of care by developing a stable patient-physician and patient-pharmacist relationship.

How to Refer an Enrollee

To refer an enrollee, to determine if a enrollee is part of the Lock-In program, or for general questions regarding the program, please contact our Pharmacy Coordinators at (844) 246-2927; TTY 711 or write to:

Vivida Health
Attn: Lock-in Coordinator
6630 Orion Dr.
Fort Myers, FL 33912

How to Report Fraud and Abuse

If you suspect fraud and/or abuse by a Vivida Health enrollee or provider, it is your responsibility to report this immediately by calling one of the telephone numbers listed below:

Corporate Compliance Hotline: (239) 343-6489; TTY 711

Florida Department of Financial Services, Division of Public Assistance fraud hotline: (866) 762-2237