

Information for lock-in providers:

Things you should know if you received a letter requesting you to serve as the **primary care provider** for a MO HealthNet Participant:

The participant can always be referred to a specialist. If you refer the participant to a specialist you will need to complete a **MISSOURI MEDICAID AUDIT & COMPLIANCE UNIT MEDICAL REFERRAL FORM OF RESTRICTED PARTICIPANTS (PI-118)**. If this form is not submitted, the specialist will not get paid by MO HealthNet and the participant will be liable for the services rendered. ***If the participant begins to see the specialist on a monthly basis, we can attempt to have them locked-into that specialist and a referral form will not be needed every 30 days.***

Anytime the Participant goes to the Emergency room they will need a referral form to be sent. This form can be submitted after the service is rendered. If you are requested to do the referral for an ER visit and **do not** believe that it was an emergency situation and the participant could have waited to be seen in your office, you **do not** have to send the referral and the client is liable for the ER charges.

When a referral is required for another provider, the lock-in provider must complete a paper Medical Referral Form of Restricted Participant (PI-118) and send it to each provider to whom the participant is referred.

The referral form must contain the NPI (and taxonomy code if appropriate) for the provider to whom the patient was restricted on the date of service. For example, if the participant is locked into a clinic, you must use the clinic's NPI (and taxonomy code if appropriate) on either the paper form or the electronic form. DO NOT put the physician's individual NPI on the referral form as the information will not match the MO HealthNet lock-in file. The NPI on the claim from the provider who received the referral must match the NPI on the referral form.

The referral (paper or electronic) is for one date of service and for any follow-up care during the following 30 days. A new referral must be submitted if additional care is required after the 30 days.

The form can be submitted by the treating provider(s) via the Internet at www.emomed.com or mailed to Wipro Infocrossing Healthcare Services, P.O. Box 5900, Jefferson City, MO 65102.

You can always choose to end your lock-in. If the client becomes non-compliant or you have other reasons for ending your relationship with the participant, you can call the lock-in unit and we will end the lock-in and begin the process of assigning another lock-in provider to the Participant. This change will take 24 hours to process.

This program is not designed to cause inconvenience on the provider nor the participant. It is intended to assist the participant in receiving appropriate and adequate care.