

Lock-in Provider Change Process

Prior to being in the lock-in program, patients are notified by certified mail by CSC. If the patient does not choose a Provider (Pharmacy/Prescriber) within 30 days, a provider will be chosen for them.

A patient may not change their lock-in Provider without first contacting NCTracks for authorization. Patients may make one change to their lock-in Provider per lock-in period (1 year) without evaluation. Subsequent requests for Provider changes will be further evaluated by a CSC lock-in Pharmacist for appropriateness. All requests for changes will go through CSC using the toll free number on letters sent to beneficiaries, pharmacies and prescribers.

At this time, a Provider or their designee (office staff) may call NCTracks to request a change in a patient's lock-in Provider. NCTracks will validate the authenticity of the caller and will complete the Provider change or consult with DMA about the change.

The NCTracks toll free number is 1-866-246-8505

It is important for those persons calling on the patient's behalf (i.e. prescriber, office staff, CCNC Pharmacy Staff) to understand that there is a corresponding responsibility to ensure the changes are appropriate prior to making the request through NCTracks. When NCTracks receives phoned-in requests for subsequent changes, they will most likely call the new Provider to notify them that a patient has requested that he/she will be the lock-in Provider on file. Often, the previous lock-in Provider will be notified to assure he/she is not continuing to prescribe/dispense controlled substance prescriptions for the patient. A lock-in Provider change request from CCNC will circumvent this process. Therefore, it is important that there has been some verification by CCNC that the change is appropriate and necessary.

When someone from CCNC requests a change, NCTracks has been instructed to provide their name in the limited comments field so they are aware if the change request was patient or CCNC-generated. This practice allows DMA to track the source of the lock-in Provider change.

For situations in which 2 Prescribers are being utilized (e.g. Psychiatrist prescribes benzodiazepine and Pain Management Physician prescribes narcotic), NCTracks may be requested to allow for up to 2 providers for a single patient. The patient may make this request by contacting NCTracks or their CCNC Pharmacist. A brief claims review may be useful to substantiate the request as well as consulting the practice if necessary.

Question: If patient says they would like Dr. X/Pharmacy X to prescribe/dispense his/her narcotics/benzos, does Dr. X/Pharmacy X have the ability to decline?

Answer: Yes, Dr. X/Pharmacy X may decline. The selected lock-in Providers are sent a letter. If they choose not to be the lock-in Provider, they should call the toll free number for NCTracks listed in their letter, 1-866-246-8505.