



DATE: May 11, 2026
TO: Commonwealth of Kentucky Medicaid Pharmacy Network
FROM: MedImpact Healthcare Systems
Subject: **MCO Pharmacy Lock-In Program Policy**

Status: MedImpact would like to inform the provider network with the most up to date lock-in program policy and appropriate contact information for each managed care organization (MCO).

The Lock-in program restricts a members' utilization to a single designated prescriber, pharmacy or both. Member Lock-In identification, management, and updates remain the responsibility of the member's MCO plan. MCOs provide member lock-in files to MedImpact on an as needed basis, sending updated member restriction records when changes are necessary. Please see attached the lock-in program policy for each MCO.

Managed Care Plans	Lock-In Program Information
Aetna Better Health of Kentucky	Member Services Monday - Friday 7AM - 7PM EST 1-855-300-5528
Humana Healthy Horizons in Kentucky	See Provider Manual Attached (page 68) Monday - Friday 8AM - 5:30PM EST 833-410-2496
Passport Health Plan by Molina Healthcare	Member Services 800-578-0603
UnitedHealthcare	Angela Kamer-Lay Office: 502-702-5027 Email: angela_kamer-lay@uhc.com
Wellcare of Kentucky	Email: Pharmacy_Lock_Management@CENTENE.COM Customer Service: 1-877-389-9457

If pharmacy providers require additional assistance or have concerns related to lock-in programs, please contact Quinlan Radcliff (quinlan.radcliff@ky.gov).



KY MCO Contact Information

Program Questions	KYMCOPBM@MedImpact.com
Pharmacy Help Desk	(800) 210-7628 [24 hours per day/ 7 days per week]
Prior Authorizations	Phone (844) 336-2676 [8:00AM - 7:00PM EST/ 7 days per week]; Fax (858) 357-2612
Pharmacy Portal	https://kyportal.medimpact.com/
BIN: 023880 / PCN: KYPROD1 / GROUP: KYM01	

KY FFS Contact Information

Program Questions	KYMFFS@MedImpact.com
Pharmacy Help Desk	(877) 403-6034 [24 hours per day/ 7 days per week]
Prior Authorizations	Phone (877) 403-6034 [8:00AM - 7:00PM EST/ 7 days per week]; Fax (858) 357-2612
Pharmacy Portal	https://kyportal.medimpact.com/
BIN: 026309 / PCN: KYPROD1 / GROUP: KYF01	