

State of Vermont

Department of Vermont Health Access (DVHA)

NOB 1 South, 280 State Drive

Waterbury, VT 05671-1010

June 17, 2020

****Attention Pharmacies ****

Important Information about the DVHA Team Care Program

The Team Care Program, also referred to as the “lock-in” program, is a service of the Department of Vermont Health Access (DVHA) designed to fulfill requirements under Federal Medicaid Law (42 CFR431.54 (e)) and Vermont rules and regulations (7107.1 Beneficiary Abuse (12/1/80, 80-62) governing Medicaid services. This federally mandated prescription lock-in program is to prevent misuse, abuse and diversion of medications and guides Vermont’s policies regarding members who over-utilize or misuse Medicaid services.

The intent of the program is to identify members who may need support getting the best healthcare available to meet their needs. It addresses un-met healthcare needs or barriers to care, referrals to addiction treatment, supports access to well-coordinated primary and specialty care, and prevents misuse and abuse of controlled substances.

Team Care is designed to decrease over-utilization, misuse and/or abuse of covered health care services and/or benefits, improve coordination and quality of care by minimizing duplicate and inappropriate drug utilization, establish a method of monitoring non-emergency health care services for members who have utilized these services at a frequency or in an amount that has not been proven effective, and identify excessive prescribing patterns.

Referrals come into Team Care through various sources, including providers, pharmacists, family members, care coordinators, law enforcement agencies, other state agencies, individuals in the community, and anonymous. The referral form is used to begin a risk assessment process that will determine whether a member will be enrolled into the Team Care Program.

Any of the following criteria may be used to confirm the need to enroll or maintain enrollment in the program:

- High emergency department usage or ED visits at multiple hospitals
- Duplication of services when received from more than two providers and/or pharmacies
- Non-adherence with a “Controlled Substance Treatment Agreement”
- Drug screening that indicates non-adherence with prescribed care
- Pill counts that demonstrate inappropriate utilization
- Altered or forged prescriptions

To make a referral please fill out the Team Care Referral Form located on the Team Care website:

<https://dvha.vermont.gov/providers/team-care> .

Pharmacists who have questions about the Team Care program may contact Team Care by Email:

AHS.DVHATeamCare@vermont.gov or by Phone: (802)238-6039.