

Medicaid Restriction Program  
PROVIDER FAQ  
02/05/2024

**I. How can I contact or communicate with the Utah Medicaid Restriction Team?**

- A. Hours of Operation:
  - 1. Monday – Friday (excluding State and Federal Holidays)
  - 2. 8:00 AM to 5:00 PM
- B. Phone: 801-538-9045
  - 1. Outside of hours of operation, you may leave a message on the secure line and the Medicaid Restriction Staff will return your call on the next working day.
- C. Email: [medicaidrestriction@utah.gov](mailto:medicaidrestriction@utah.gov)
  - 1. Emails received outside the hours of operations will be responded to on the next working day.

**II. What is the Restriction Program and what are the roles and responsibilities of the Restriction PCP?**

- A. Refer to [R414-29](#).

**III. How do I become an approved PCP for a restricted member?**

- A. **Approved PCP for a Fee for Service (FFS) Medicaid Member:** The proposed PCP for a restricted member will be contacted by the Medicaid Restriction staff to garner the approval of the proposed PCP to be the restricted member's PCP.
- B. **Approved PCP for ACO Enrolled Medicaid Member:** The proposed PCP for a restricted ACO member will be contacted by the appropriate ACO Restriction staff to garner the consent of the proposed PCP to be the restricted ACO member's PCP.
- C. **Approved PCP for FFS and ACO Members:**
  - 1. As per Utah State Rule [R414-29](#), the Medicaid member may select a PCP Within 30 days of notification of placement in the Restriction Program, the restricted member may select an approved PCP and an approved pharmacy. A restricted member's selection of an assigned PCP and assigned pharmacy is subject to the approval of the Department.
  - 2. A restricted member's primary care provider may serve as the assigned PCP if the provider agrees to serve in that capacity and if the Department approves the provider as the assigned PCP.

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3. An approved PCP remains the restricted member's PCP for the length of the Restriction unless the provider is no longer willing to act as the approved PCP for the restricted member or a member has a verified change of address, which impacts access to the assigned PCP.
4. See [R414-29](#) for more information.

**IV. How do I become an approved physical health provider for a restricted member (secondary provider other than PCP)?**

- A. **Approved Provider for a Fee for Service (FFS) Medicaid Member:** the approved PCP must contact the Medicaid Restriction Program to provide the name of any approved provider or prescriber. The Medicaid Restrictions staff will add the name and NPI of the provider to the restricted member's case. This will allow payment to an approved provider when the provider submits claims for services provided to the restricted Medicaid member.
- B. **Approved Provider for ACO Enrolled Medicaid Member:** the approved PCP must contact the appropriate ACO Restriction Program to provide the name of any approved provider or prescriber. The ACO Restrictions staff will add the name and NPI of the provider to the restricted member's case. This will allow payment to an approved provider when the provider submits claims for services provided to the restricted Medicaid member.

**V. How does a pharmacy become an approved pharmacy for a Restricted Medicaid Member**

- A. **Approved pharmacy for a Fee for Service (FFS) Medicaid Member:** Either a restricted member or pharmacy with a Medicaid contract may contact the Medicaid Restriction Program to be added to a FFS restricted member (See # 1 for contact information).
- B. **Approved pharmacy for an ACO enrolled Medicaid Member:** Either a restricted member or a pharmacy with a Medicaid contract may contact the appropriate ACO Restriction Program to be added to a FFS restricted member (See # 1 for contact information).

**VI. How do I know if a provider is an approved provider for a restricted member?**

- A. **Providers with PRISM access:**
  1. Go to <https://medicaid.utah.gov/accessing-prism/>.

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2. Click on “To access PRISM Portal click here”
3. Sign into Utah id
4. Slick drop-down Member
5. Choose “Member Eligibility”
6. Enter the provider NPI\*
7. Enter the member’s Medicaid number\*
8. Enter inquiry start date\*
9. Enter inquiry start date\*
  - a) Start and end date must be in 90-day increments or less.
10. Click on Provider Restriction (BLUE)
11. Restricted member’s approved providers will display approved date spans.

**B. Providers without PRISM access:**

1. Go to <https://medicaid.utah.gov/eligibility-lookup-tool/>
2. Enter NPI\*
3. Enter Member ID\*
4. Enter Date of Service\*
5. Enter member First and Last name\*
6. Enter member’s date of birth\*
7. Enter Date of Service\*
8. Member’s restricted providers will display.
  - a) Note: All providers may not display, please contact Medicaid Restriction to resolve any possible discrepancies.