

Oregon Flu Shot Program Frequently Asked Questions

How does the program work?

- Flu shots will be covered at a zero dollar copay for eligible Regence BlueCross BlueShield members when administered at participating pharmacies, workplace clinics and other similarly contracted vendors.
- Members may get their flu shots at their primary care providers' office. Claims for these flu shots will be paid in accordance with the members' medical benefit, so an out of pocket responsibility will apply.

Who is eligible for the program?

- The following Regence Members with active medical coverage are eligible for the zero dollar copay:
 - Regence BlueCross BlueShield of Oregon
 - Preferred Choice Sixty Five – this plan is being discontinued and coverage will only be effective through December 31, 2008.
 - Medicare Advantage, Medicare Advantage + Rx
 - Regence Life & Health members
- The following members are **not** eligible for the Oregon Flu Shot Program:
 - Regence members with stand-alone dental coverage
 - Regence members with stand-alone Medicare Part D
 - Regence Federal Employee Program (FEP) members
 - Blue Card members (members with coverage by another Blues plan)

Can a member receive a flu shot from a pharmacy flu shot clinic? How does this work?

- Members will be able to get their flu shot at a participating pharmacy at a zero dollar copay.
 - Members need to identify themselves as Regence members and show their member ID card.
- If a pharmacy is unable to bill for an eligible member via the electronic pharmacy claims system (rejected as not covered), the pharmacy should contact pharmacy customer service to troubleshoot the claim.
- Flu shot requirements and age restrictions for pharmacist administered flu shots are different for each state. Some pharmacies may not administer vaccines to

persons under 18 years of age. Members should contact the pharmacy directly to ask about flu shot availability for children under the age of 18 and other requirements (parental consent, prescription requirements, etc.)

What about members who have already received a flu shot?

- If members have already paid for their flu shot at a pharmacy or any other location such as a County Health Department, Grocery Store, Fire Department , or vendor workplace clinic, they should submit their receipts for reimbursement. We will reimburse them for the full cost of the shot.
 - Members should contact the number on the back of their member ID card for more information on how to submit claims for reimbursement.
- For members who submit their receipts for reimbursement , those receipts do not require the diagnosis (dx) and procedure codes.
- However, receipts must include the following:

- Patient's name
- ID Number
- Receipt must indicate "flu shot"
- Provider Name
- Provider NPI number
- Mail receipt to:

Regence BlueCross BlueShield of Oregon
Attn: Flu Shot Coordinator
200 SW Market Street, MS E-9A
Portland, OR 97201

How will claims be processed for flu shots that members receive from a provider's office?

- Effective immediately, Regence will accept "roster" or invoice billing for flu shots.
 - In order to submit roster billing claims, providers will need to sign and return a flu shot agreement. Providers include flu shot vendors and PAR providers who roster bill and accept our reimbursement rate.
 - This agreement sets a reimbursement rate of \$30 per shot for eligible Regence BlueCross BlueShield members. It also provides guidance on how to submit these claims to Regence.
 - Providers interested in signing such an amendment should contact Provider Services at: 1 (800) 722-5086.
 - All roster invoices must be received at Regence by March 31, 2009 to be considered for reimbursement.

- Members may get their flu shots at their primary care providers' office. When the provider has not signed a flu shot agreement, and bills Regence as for other services, claims for these flu shots will be paid in accordance with the members' medical benefit, so an out of pocket responsibility will apply.

Is Flu Mist® covered?

- Flu Mist® is covered during the 2008-2009 flu season at participating pharmacies at a maximum reimbursement of \$30.
- Members should contact their pharmacy directly for information on availability, as Regence does not guarantee that a particular pharmacy will stock Flu Mist.

Can employer groups schedule an on-site flu shot clinic? How do they do this?

- If an employer group wants to schedule an on-site clinic, we encourage them to contact one of the providers on the Participating Flu Shot Provider List or contact their Regence account representative for information on possible flu shot clinic vendors.
- If an employer group has already scheduled a flu shot clinic, the employer group should have the vendor contact Regence Provider Services at: 1 (800) 722-5086 to obtain requirements for roster billing and approved flu shot consent/claim forms.
- If an employer group has already held an onsite flu shot clinic where members paid the vendor up front:
 - Members should submit their flu shot receipts to Regence for reimbursement. We will reimburse them for the full cost of the shot, regardless of whether they paid a copay or the full cash price.
 - Members should contact the number on the back of their member ID card for more information on how to submit claims for reimbursement.