



# Pharmacy Flu Shot Program

## Questions and Answers

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**Q1. What retail pharmacies are participating in the flu shot program?**

**A1.** Use the DocFind function at [www.COVAHealthAware.com](http://www.COVAHealthAware.com) to identify participating providers—just click on either “Find a flu shot/vaccine provider” or “Pharmacies” to find participating pharmacies and walk-in clinics that can provide a flu shot. When you click on providers, you will get additional information regarding their specific processes. For some, you can even schedule an appointment online. Remember, not all providers can administer the vaccine, so be sure that administration is available and that there is an adequate supply of the vaccine. Contact the specific provider to confirm availability.

**Q2. What happens if I get a flu shot from a non-participating provider?**

**A2.** Coverage will be at the out-of-network benefit level; you will likely have to file the claim yourself; and, like any out-of-network provider, you may be balance billed for costs over the allowable charge.

**Q3. Can I get a flu shot at a retail health clinic, such as a Minute Clinic?**

**A3.** Yes, use the DocFind function under “Find a flu shot/vaccine provider” to identify walk-in clinics, such as Minute Clinics, that participate in the Aetna network.

**Q4. Can I still get a flu shot at my doctor’s office?**

**A4.** Yes, COVA HealthAware will pay 100 percent for flu shots administered at participating physicians’ offices. However, if you have other (non-preventive) services when you get your flu shot, your doctor may charge for an office visit.

**Q5. When can I receive a flu shot?**

**A5.** COVA HealthAware participants can get flu shots at participating provider locations as soon as vaccine is available. Flu shots should remain available for the duration of the flu season.

**Q6. Are there any special requirements to get a free flu shot at a pharmacy or walk-in clinic?**

**A6.** Be sure that you and covered family members present a photo ID and your plan ID card at the pharmacy or clinic counter so that your eligibility can be confirmed.

**Q7. Does a pharmacist working for the participating pharmacy have to administer the flu shots?**

**A7.** Be sure to ask whether designated flu shot clinics are being done by the participating pharmacy or a third party vendor. To be covered at no cost to you, a flu shot must be administered through the participating pharmacy and processed by the participating pharmacy online under the Aetna pharmacy benefit. Be sure to check before getting the flu shot to ensure that the pharmacy will not charge you. If you are a COVA HealthAware participant and the participating pharmacy will not process your flu shot for free, direct them to the Aetna Health Concierge at the number on your ID card. (COVA HealthAware

covers flu shots at no cost at participating pharmacies, participating walk-in clinics and by a participating physician. If any of these providers indicate that there is a charge for the flu shot, direct them to the Aetna Health Concierge.)

**Q8. Will I need to make an appointment to get a flu shot?**

**A8.** This will vary by provider. Contact the provider in advance to be sure you understand the process. Some providers allow on-line scheduling (see question 1).

**Q9. Are the participating flu program pharmacies and walk-in clinics offering flu shots to the general public or just to state program participants?**

**A9.** These providers are not limited to the state program.

**Q10. Do children need a prescription to receive a flu shot?**

**A10.** Children under 18 may need a prescription to get a flu shot at a pharmacy. However, depending on the pharmacy, the pharmacist can call the doctor for a prescription. Parents should call ahead to find out if the pharmacy will dispense a flu shot to children and to inquire if the pharmacy has an age limit.

**Q11. Are all flu shots paid through my Aetna pharmacy benefit?**

**A11.** Flu shots administered at a clinic or doctor's office will be paid by your medical benefit. Flu shots administered at a pharmacy will be paid by your pharmacy benefit. Your Aetna participating provider should file your claim for you under the appropriate plan provision.

**Q12. How will I receive my HRA 'Do Right' incentive for the flu shot?**

**A12.** If you show your COVA HealthAware ID card at the time you receive your flu shot at either a retail pharmacy, walk-in clinic, on-site clinic, or through your doctor's office, you will automatically receive your incentive, if eligible, in your HRA within the month following the date the claim is submitted to Aetna. If you receive your flu shot through another setting where you do not show your ID card and/or a claim is not submitted to Aetna, you will need to complete a form to report that you have met this requirement. Click on "Flu Shot Incentive Credit" at [www.covahealthaware.com](http://www.covahealthaware.com) to obtain the form. Directions for submission are included.