

HEALTH BENEFITS E-NEWS

*Department of Human Resource
Management
Office of Health Benefits*

September 22, 2014

Free Flu Shot Program Launched

Free flu shots are again available this year to state plan members at pharmacies participating in their health plan's network. COVA Care, COVA HDHP and COVA HealthAware members also may receive flu shots at no cost from network physicians' offices and other participating providers. Kaiser Permanente HMO members must go to a participating Kaiser medical center.

Visit www.dhrm.virginia.gov later this week to find participating providers, questions and answers on each plan and a flyer for your use with employees. It is important that plan members call ahead to be sure that the pharmacy is participating in the program and that flu shots are available. An appointment may be required.

A pharmacy must file in-network flu shot claims through its online system. If plan members are denied coverage for the flu shot, they should ask the pharmacist to call the telephone number on the back of their ID card. COVA Care and COVA HDHP ID cards have a Pharmacy Questions number, and COVA HealthAware cards show the Aetna Health Concierge number.

While you may receive a flu shot at a non-network pharmacy, coverage will be at the out-of-network benefit level. This means you will likely have to file the claim yourself and be balance billed for costs over the allowable charge.

See the attached flu shot guidelines for agencies that wish to coordinate flu shots onsite with participating pharmacies. Again, be sure that the pharmacy is participating in the Commonwealth's program before scheduling a clinic.

Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at ohb@dhrm.virginia.gov.