

# Flu Vaccine Benefit

## Quick Reference Guide

### Key Points:

- ➔ As part of the urgent care and pharmacy benefits under the Department of Veterans Affairs (VA) Community Care Network (CCN), eligible Veterans can receive a flu vaccine as a standalone service.
- ➔ Providers managing care under Patient-Centered Community Care (PC3) **cannot** provide flu vaccines as a standalone service, except for urgent care providers in Alaska.
- ➔ Providers may not collect any copay, cost-share, or deductible from a Veteran as part of the flu shot benefit.

## Flu Shot Benefit Update

### Updates to the Flu Vaccine Benefit Under CCN

- ➔ **CCN Region 4** includes Arizona, California, Colorado, Hawaii, Idaho, Montana, New Mexico, Nevada, Oregon, Texas, Utah, Washington, and Wyoming.
- ➔ **CCN Region 5** includes Alaska

	Authorized Medical Care	Urgent Care
<b>CCN Region 4</b>	Veterans <b>may</b> receive a flu vaccine as part of an authorized care visit with an in-network provider. <b>All authorized care visits required approved authorization/referral.</b>	Eligible Veterans <b>may</b> get their annual flu vaccine at a retail network pharmacy, urgent care or walk-in visit for the sole purpose of receiving a flu shot
<b>CCN Region 5</b> Start of Healthcare Delivery Following Flu Season (4/1/2021 – 9/30/2021)	Veterans <b>may</b> receive a flu vaccine as part of an authorized care visit with an in-network provider. <b>All authorized care visits required approved authorization/referral.</b>	Eligible Veterans <b>may</b> receive a flu vaccination at an Urgent Care visit <b>without</b> an underlying condition

### Flu Vaccine Benefit Under PC3 (non-Alaska)

Continuity of care delivery is provided through CCN. Flu vaccines are not a standalone urgent care benefit under PC3 with the exception of Alaska, and are **ONLY** allowed as an urgent care benefit when received in conjunction with an urgent care visit for another purpose. The flu vaccine benefit is

critical for Veterans, especially during the COVID-19 pandemic. If you are a provider caring for eligible Veterans seeking the flu vaccine, **do not turn them away**. Instead, use the following guidance:

➔ **PC3 Pacific Islands:**

- **PC3 Urgent Care or Retail Walk-In:** Flu vaccines can be provided during an urgent care visit when deemed medically necessary and in conjunction with another medical service. Be sure to check the Veteran's eligibility status first by calling 833-4VETNOW (833-483-8669).
- **Primary Care or Specialty Providers:** Continue to provide flu vaccines to eligible Veterans during any medically necessary visit if there is an active approved referral from VA or TriWest.

➔ **PC3 Alaska**

- **Urgent Care:** PC3 Alaska Urgent Care and Retail Walk-In clinic providers may give the flu vaccine as a standalone service.
- **Primary Care Providers and Specialists:** Continue providing flu vaccines to eligible Veterans if there is an active referral from VA or TriWest. Do not provide flu vaccines as a standalone service.

➔ Follow the current [VA National Formulary](#) guidelines.

**NOTE:** The flu vaccine as a standalone service does not count against the number of Urgent Care visits allowed to an eligible Veteran, but other services rendered at the time of the flu vaccine do count.

**Providers may not collect any co-pay, cost-share, or deductible from a Veteran as part of the flu shot benefit.**

## Urgent Care/Retail Flu Vaccine Process

1. The Veteran self-presents to a TriWest network urgent care or retail location clinic requesting a flu vaccine. In-network providers can be located here: [www.va.gov/find-locations](http://www.va.gov/find-locations).
2. The clinic should request the following information from the Veteran:
  - ➔ Date of Birth (DOB)
  - ➔ Last four digits of the Social Security number (SSN)
  - ➔ Home VA Medical Center (VAMC)
  - ➔ Home address
3. Clinic staff calls TriWest at 833-4VETNOW (833-483-8669) to confirm the Veteran's eligibility using DOB and SSN information. Always be sure to call first to check the Veteran's eligibility **BEFORE** rendering care or providing the flu vaccine. Failing to do so could cause a denial for the claim.

4. In order to check a Veteran’s eligibility for Urgent Care benefits, we need to validate your network status. Please enter your Urgent Care Facility’s NPI, also known as your “Type 2” NPI.
5. If eligibility is confirmed, the clinic may administer a flu vaccine to the Veteran as a standalone service (under CCN only or Alaska PC3 providers) or in conjunction with another service (under PC3).
6. The vaccine must be listed on [VA’s Urgent Care Formulary](#).
7. After the Veteran leaves, the clinic should submit medical documentation from the visit to the Veteran’s associated VA facility based on the Veteran’s residential ZIP code **within 30 days from the date of service**. Providers may submit medical documentation via fax, email or Industry Standards Electronic Means to the Veteran’s VAMC.
  - If the Veteran doesn’t know his or her home VAMC, the clinic can look up the VAMC closest to the Veteran’s home address using the [VA lookup tool](#).
8. The urgent care clinic then submits its claim **within 30 days** to PGBA, TriWest’s claims processor. TriWest is responsible for paying claims.
  - Providers can submit paper claims via mail to TriWest VA CCN Claims, P.O. Box 108851, Florence, SC 29502-8851.

## Vaccine Under CCN Pharmacy Benefit

- Flu shots are considered a covered CCN benefit at retail network pharmacy locations without a prescription. This **is not** a covered pharmacy benefit under PC3.
- Medications must be on the VA’s Urgent/Emergent National Formulary: [Urgent/Emergent Formulary](#).
- Use the following information to process a claim for the flu vaccine or contact Express Scripts for additional guidance
- For additional CCN pharmacy benefits guidance regarding flu vaccines and claims processing, please visit the ExpressScripts [Pharmacy Resource Center](#).

Submit VA claims using the following information	
Step 1	Enter BIN: 003858
Step 2	Person Code: 01
Step 3	Enter PCN: A4
Step 4	Enter RxGrp: <b>VETERAN</b>
Step 5	Enter 9 digit member ID: Patient SSN or Veteran’s ID number
Step 6	Enter member’s date of birth (YYYYMMDD format)

## Additional Claims Filing Details for the Flu Vaccine

- When filing a claim, use one of the following CPT codes: 90662, 90674, 90682, 90686, 90688, 90756, or G0008. **Do not** use CPT code 90653.
- Submit claims within 30 days to PGBA, TriWest's claims processor.
  - Or, submit paper claims via mail to TriWest VA CCN Claims, P.O. Box 108851, Florence, SC 29502-8851.
- For more detailed information on filing claims, please see the CCN [Claims Processing Quick Reference Guide \(QRG\)](#).