Employer Frequently Asked Questions

**Is the H1N1 flu vaccine covered?**
The United States government is paying for the vaccine serum, syringes, needles, alcohol swabs and sharps containers.

UnitedHealthcare will cover the administration of the H1N1 vaccine for all fully insured members, with no copayments, deductibles or coinsurance fees. For self-funded clients, including those that exclude immunization coverage, we intend to process all H1N1 vaccine administration claims as a covered service, with no copayments, deductibles or coinsurance fees, unless directed otherwise by the client by Oct. 12, 2009. Based on direction from the Centers for Disease Control and Prevention (CDC), we will be paying the physicians based on Medicare approved rates (based on MSA) or billed charges, whichever is lower.

For Health Maintenance Organization (HMO) clients, please instruct enrollees to consult with their primary physicians to receive the H1N1 vaccine.

**Where can members get the vaccine?**
We have worked diligently with a number of partners to ensure that UnitedHealthcare members have a broad range of options from which to select to get the H1N1 flu vaccine:

- **Public Health Clinics:** Members may be able to receive the H1N1 vaccine at most local public health clinics at no cost or at a federally subsided rate.

- **Doctor’s Office:** The cost of the vaccine, needles, syringes, alcohol swabs and sharps containers will be fully paid for by the U.S. government. We will cover the administration of the H1N1 vaccine for all fully insured members, with no copayments, deductibles or coinsurance fees. For self-funded clients, we intend to process all H1N1 vaccine administration claims as a covered service, with no copayments, deductibles or coinsurance fees, unless directed otherwise. HMO members should consult with their primary physician to receive the H1N1 vaccine.

- **Retail Pharmacies:** Members will be able to have the H1N1 vaccine administered at several major retail pharmacy chains. There’s no up-front cost to the member, if they choose this option. Participating pharmacies will submit a nominal fee to us for administering the vaccine. We will fully cover this fee for all insured members and debit self-funded client accounts accordingly. Members should be encouraged to call to ensure that the pharmacy has the vaccine and is participating in the UnitedHealthcare program.

A list of public health clinics and participating pharmacies will be posted on UnitedHealthcare.com and myuhc.com starting later this week and will be updated regularly.
How will pharmacies bill for this service?
There will be no up-front cost to a member who chooses to use a retail pharmacy participating in this unique program. The pharmacy will "roster bill" UnitedHealthcare a nominal fee. UnitedHealthcare will fully cover this fee for all insured clients and debit self-funded client accounts accordingly.

What if the vaccine is administered by a mass vaccine administrator (e.g., Vax America)? Will it be covered?
UnitedHealthcare is working with all the leading mass vaccinators to set up a similar “roster billing” process. For participating mass vaccinators, we will fully cover this fee for all insured clients and debit self-funded client accounts accordingly.

Some plan designs have limits on preventive visits. Will these apply?
No, they will not apply for H1N1 vaccine administration claims. The H1N1 vaccine coverage has no bearing on other benefit plan coverage, preventive care or otherwise.

What types of reports will UnitedHealthcare produce for self-funded clients regarding the H1N1 vaccine administration?
Reports, by customer, will be made available. More details on timing are forthcoming.

What if a member goes to a non-network physician, clinic or facility? Will UnitedHealthcare cover the administration at a network payment rate? How will plans that only have network benefits be processed?
If a member goes out of the network, the H1N1 vaccine administration claim will be fully covered (with no deductible, copayment or coinsurance fee) and based on CDC guidance, will be paid based on Medicare approved rates (based on MSA) or billed charges, whichever is lower.

Note: Any services other than the administration of the H1N1 vaccine will be paid according to the plan design.