

FluStopSM Q&A for CCStpa Employers

What is the value of offering a FluStop clinic at my worksite?

There are many benefits to employers who choose to promote seasonal flu vaccines for their employees. Some of the key benefits include:

- Decreased absenteeism
 - According to the Centers for Disease Control and Prevention (CDC), countless workdays are lost each year to the flu virus
 - Flu shots can effectively reduce the spread of the flu, which means employees are more likely to be at work
 - A flu shot is up to 90 percent effective in preventing flu in healthy adults, according to the CDC
- Convenience of on-site distribution of vaccination for the employee leads to higher vaccination rates
 - A recent survey of FluStop participants found that being able to get a flu shot at work was the main reason most people were vaccinated

How will CCStpa support me in implementing a FluStop clinic?

CCStpa will support clients in multiple ways as they prepare for the upcoming flu season. Below are several resources available to begin planning for a successful on-site flu clinic:

- A detailed list of participating Minnesota flu shot providers to help clients secure the right provider for their needs
- Comprehensive online communication and engagement resources, including:
 - Sample e-mail messages for employees
 - A letter template for communicating to employees
 - Informational message text that can be posted to a client's intranet site
 - A newsletter article for use in a company newsletter with answers to commonly asked questions about the program
 - Brochures and posters available as PDFs that can be printed and posted or distributed to employees
 - A flu clinic checklist

These communication and engagement resources are available at ccstpa.com. Simply click on the Employers tab and then click on overview under the FluStop program.

When should we schedule our FluStop clinics?

FluStop clinics usually occur October through March for the seasonal flu.

How much will FluStop flu shots cost this year?

Standard fee schedule reimbursement rates will apply. Typical reimbursement range for the seasonal flu vaccination and immunization administration is \$30 to \$40 for a plan member. Payments are based on the provider's scope of practice, their contracted allowed amount and the member's benefits for the service as outlined in the member's contract. For example, CCStpa's payment may be reduced if the member has a deductible, copay and/or coinsurance that is applied for a specific service.

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What about H1N1?

The 2011-2012 seasonal flu vaccine will include protection against the 2009 H1N1 virus. This means most Americans will be able to return to having one flu vaccine to protect them against the major circulating flu viruses. As is always the case with seasonal vaccine, younger children who have never had a seasonal flu shot will still need two doses.

How do I prepare for a FluStop clinic?

- Begin by selecting a provider using the online participating provider list. Consider the locations the provider serves, the minimum number of participants they require and if they provide administrative support.
- Call or e-mail the scheduling contact provided, and arrange dates and times for your clinic(s).
- Inform the provider of any special details including:
 - If you have multiple carriers
 - If you have CCStpa members participating in the FluStop clinic, what the cost will be and how you will handle payment
 - How you wish to handle any member liability associated with the flu shot vaccine
- Communicate the upcoming clinics to your employees using the comprehensive resources available on **ccstpa.com**. Simply click on the Employers tab and then click on overview under the FluStop program.

What if I have fewer than 20 participants?

Most participating FluStop providers require at least 20 participants to make the onsite clinic cost-effective. Communicate with your provider on their specific requirements. If groups have fewer than 20 participants, they can pay the difference in costs for the missing number of participants. Alternatively, groups can get creative about getting more participants. Below are several examples of how to increase the number of participants.

- Contact your agent or broker. Various agents/brokers schedule flu shot clinics to accommodate smaller groups.
- Partner with another employer in your area and host a joint clinic.
- Consider inviting covered spouses/dependents to have their shots at the same time.

How do I access your FluStop provider list?

Go to **ccstpa.com** and click on the Employers tab and then click on overview under the FluStop program.

NOTE: There are some providers who do not wish to be included on our list, but are participating providers. Check with your account manager if you have questions.

Will roster bills be accepted by CCStpa?

No. Minnesota law requires medical claims for all eligible health care services performed in Minnesota – like flu shots – be submitted electronically. Roster bills can

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no longer be accepted and processed. Flu shots provided in the workplace are subject to the same benefits and member liability as those received at a provider's office or retail clinic.

- CCStpa requires Minnesota flu shot vendors to contract with CCStpa as participating providers if they wish to participate in the FluStop program. Please note that CCStpa is not responsible for an employer's use of nonparticipating providers, nor will CCStpa be responsible for payment of services received from a nonparticipating provider.
- Roster bills for services will not be accepted for vaccinations administered in Minnesota.
- Vaccination services must be submitted as individual electronic claims. Benefits and member liability will apply (e.g., copays, coinsurance and deductibles).
- Providers need to receive remittances (explanation of payments) electronically either as an 835 ANSI transaction or on our provider web self-service (PWSS) option. PWSS will have a PDF of the remittance advice that is downloadable to print.

Does the electronic claim submission requirement apply to self-insured groups who are interested in FluStop clinics?

Yes. Minnesota law defines self-insured as group purchasers that are subject to the mandate requiring electronic claims submission of eligible health care services (like flu shots) for their Minnesota members. Minnesota-based self-insured groups should no longer accept and process roster bills for any Minnesota employee. CCStpa provides a list of participating Minnesota FluStop providers that can submit electronic claims. Flu shots provided in the workplace will be subject to the same benefits and member liability as those received at a provider's office or retail clinic.

Can non-CCStpa members participate in the on-site FluStop clinic?

Yes. Please work directly with your provider on how you will handle payments for non- CCStpa members. *Note:* If the individual has insurance coverage through another Minnesota carrier, an electronic claim for flu vaccination should be submitted to that carrier.

What about my employees who work in locations outside of Minnesota?

Contact the FluStop team at **(651) 662-1932** for information on how your employees outside of Minnesota can hold a FluStop clinic.

Where are the national vendors on your list?

There is not a national vendor list. If you have employees who work in locations outside of Minnesota, please contact the FluStop team at **(651) 662-1932** for more information.

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I've already scheduled my clinic(s) and my provider is not on the list. How do I handle the flu clinics I've already scheduled?

Any group that chooses to use a nonparticipating FluStop provider within Minnesota assumes the risk of claims processing under out-of-network benefits or being rejected, and assumes responsibility for all expenses incurred through use of a nonparticipating FluStop provider.

Note: There are some providers who do not wish to be included on our list, but are participating providers. Check with your account manager if you have questions.

What is the latest date to request a FluStop clinic?

FluStop clinics can be scheduled at any time while the vaccine is available. Most clinics occur between October and March.

What about vaccine shortages?

Government resources are assuring an adequate supply of seasonal flu vaccines, but you may be put on a waiting list. Remember that although seasonal flu clinics are usually held from October through March, the peak for the seasonal flu is typically in January; if you need to offer your clinic later in the season, the flu shot will still be effective.

Where can I get more information on flu shots?

Federal government resources
www.flu.gov

Minnesota Department of Health resources
<http://www.health.state.mn.us/divs/idepc/diseases/flu/index.html>

For questions about FluStop during the 2011-2012 flu season, contact the FluStop team at **(651) 662-1932**.