

FluStop Q&A for Employers CCStpa

Will the FluStopSM program be available this year?

Yes, the FluStop program will be available for seasonal flu shots during the 2009-2010 flu season.

However, due to Minnesota Statutes section 62J.536*, which requires all health care providers and group purchasers (payers) to exchange health care administrative transactions *electronically*, there are several changes in how this program will operate:

- All flu shot vendors are required to contract as participating providers. Please note that CCStpa is not involved in coordination, service or billing for 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.
- Vaccination services must be submitted as individual electronic claims. Benefits and member liability will apply (e.g., copays, coinsurance and deductibles).

**Additional information regarding the Minnesota Statutes section 62J.536 can be found at: <http://www.health.state.mn.us/asa>*

How much will FluStop flu shots cost this year?

Because all providers will be required to contract as participating providers, the standard fee schedule reimbursement rates will apply. In general, we do not advise providers how to bill. Typical reimbursement range for the seasonal flu vaccination and immunization administration is \$30-40 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 they must pay for a specific service. Please contact your account manager or customer service to determine member liability for this type of service.

What about H1N1?

At this time H1N1 vaccinations **will not** be offered through the FluStop program.

The Centers for Disease Control and Prevention (CDC) is recommending the seasonal flu shot as soon as it is available. H1N1 is still being tested and health officials report that it should be available later this year.

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 CDC, 2 million 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% effective in preventing flu in healthy adults according to the CDC

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- Convenience of onsite 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 onsite flu clinic:

- A detailed listing of participating 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

These communication and engagement resources are available from your *CCStpa* Account Manager and at **www.ccstpa.com**. Simply click on the employer tab then click on the "Program Materials" link in the FluStop program section. Please contact your *CCStpa* account manager for the participating flu shot provider list.

When should we schedule our FluStop clinics?

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

How do I prepare for a FluStop clinic?

- Begin by selecting a provider using the participating provider list. Consider: the locations the provider serves, 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 vendor of any special details including:
 - If you have multiple carriers
 - If you have non-members participating and what the cost will be
 - 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 through your account manager or on **www.ccstpa.com**. Simply click on the employer tab then click on the "Program Materials" link in the FluStop program section.

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How do I access your FluStop provider list?

Please contact your CCStpa account manager for the list of FluStop providers.

NOTE: This list is being updated weekly because we are still receiving signed agreements from providers to be a FluStop provider.

Will roster bills be accepted by CCStpa?

No. The new mandates now in effect for Minnesota-based health plans, employers and providers require all eligible health care services – like flu shots – to be submitted as medical claims. Roster bills can no longer be accepted and processed. 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.

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

Yes. Self-funded groups are included in the state's definition of payer and are also subject to the mandate requiring electronic claims submission of eligible health care services (like flu shots). Minnesota-based self-funded groups should no longer accept and process roster bills for any Minnesota employee. CCStpa provides a list of participating 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-members participate in the onsite FluStop clinic?

Yes. Non-members can make payment directly to the vendor for the vaccination. Please 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?

Self-funded groups who have members who live out of state are not required to comply with the electronic filing requirement. However, keep in mind that all Minnesota FluStop locations **must** use a participating provider that can submit electronic claims. That may require clients to use different providers for their Minnesota and non-Minnesota-based locations. Roster bills for flu shots will no longer be processed by CCStpa for any client, regardless of location of services.

Where are the national vendors on your list?

Because of the new contracting requirement, we are still working on obtaining national vendors. The provider list is being updated as newly signed contracts are received.

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?

If any group chooses to use a non-participating FluStop provider, that group assumes the risk of claims processing incorrectly or being rejected, and that group assumes responsibility for all expenses incurred through use of a nonparticipating FluStop vendor.

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Note: Last year's Letter of Agreement with FluStop providers was valid through 2/28/09. Providers were not eligible to schedule FluStop clinics beyond that date. New contracts were mailed to all of last year's providers on July 31, 2009. Contact your provider and verify if they will be a contracted provider for FluStop clinics this season (the participating providers list is being updated weekly with newly contracted providers).

How is the billing handled?

2009 FluStop billing is a major change that employers and providers need to plan for accordingly. Minnesota law requires that all health care providers and group purchasers (payers) exchange health care administrative transactions *electronically*, using standard data content and format after July 15, 2009. CCStpa will no longer accept roster billing for any eligible medical services, including those provided through the FluStop program. Please verify with your provider that individual claims will be submitted electronically for all of your participating Minnesota employees. Work with your provider to determine how member liability charges will be handled (e.g., bill employee or bill employer) as well as access and payment options for immunizations for employees without CCStpa coverage, or those employees who are located outside of Minnesota.

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 February.

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 simply pay the difference in flu costs for the missing number of participants. Alternatively, groups can get creative about getting more participants. Below are several examples on 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.

Where can I get more information on FluStop?

Contact your CCStpa account manager if you have additional questions about FluStop.