

# **HEALTH BENEFITS E-NEWS**

*Department of Human Resource  
Management  
Office of Health Benefits*

*September 9, 2015*

## **Free Flu Shot Program for the 2015-16 Flu Season**

State plan members may again take advantage of free flu shots this year 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](http://www.dhrm.virginia.gov) to find participating providers, questions and answers on each plan and a flier to distribute to employees. It is important that plan members call ahead to be sure the pharmacy is participating in the program and 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.



## **Anthem ER Alternatives Webinar – Thursday, September 17, 1:00 p.m.**

Register now to learn more about important options when COVA Care and COVA HDHP members need care fast, but it's not a life-threatening emergency. See how these time and money-saving options help employees and the health plan.

<http://event.on24.com/wcc/r/1045035/18799881EDBD8CD955A861A978E97348>

This is a web-based presentation – no telephone dial-in or password needed. Simply use the speakers on your computer, smartphone or tablet. (Note: Apple iOS devices including iPhone 5+ and iPad 2+/iPad Mini with iOS version 7+, and Android phone and tablets devices with OS 4.2 and later.)

**Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at [ohb@dhrm.virginia.gov](mailto:ohb@dhrm.virginia.gov).**