

COVA Care Pharmacy Flu Shot Program Question and Answer Sheet

Q. What retail pharmacies are participating in the flu shot program?

A. Participating retail pharmacy chains and independents include a number of national pharmacy and grocery store chains such as CVS, Farm Fresh, Giant, K-Mart, Kroger, Rite Aid, Safeway, SuperValu, and Walgreens, along with independents such as Ukrop's, Leadernet and EPIC pharmacies. Even though a pharmacy chain is on the list, every local Virginia pharmacy in that chain may not be participating. To find a pharmacy in your area, see the [participating pharmacy list](#). Check often for updates since the list may change.

Q. When can I receive a flu shot?

A. COVA Care members can receive flu shots at local participating pharmacies as soon as the drug stores have vaccine available and have scheduled flu shot clinics. Flu shots should be available for the duration of the flu season. Information on H1N1 (swine flu) vaccine is not yet available.

Q. Will the flu shot program have any special requirements?

A. No. COVA Care members should present their plan ID card at the pharmacy counter so that the pharmacist can determine their eligibility and coverage.

Q. Does a pharmacist working for the participating drug store have to administer the flu shots?

A. Yes. Be sure to ask whether the flu shot clinics are being done by the pharmacy or a third party vendor. Flu shots must be administered by the pharmacy to be covered at no cost to the plan member.

Q. Will there be walk-in service available or will members have to make an appointment?

A. An appointment may or may not be required by the pharmacy. Plan members should call the participating flu shot program pharmacy to determine when pharmacy flu shots are available.

Q. Will participating flu program pharmacies have special hours?

A. That will vary by the pharmacy. Some pharmacies are designating specific days and times when shots will be available. Others are allowing walk-ins.

Q. Are the participating flu program pharmacies offering flu shots to the general public or just to those with a Medco pharmacy benefit?

A. These pharmacies are offering flu shots to the general public. However, Medco has a special contract with retail pharmacies to offer flu shots through the COVA Care plan's prescription drug benefit.

Q. Will the flu shot program be offered every year?

A. Having a flu shot is extremely important both to your health and to prevent the spread of influenza to others. Free flu shots will likely be offered each year.

Q. Do children need a prescription to receive a flu shot?

A. Virginia law requires that children under 18 have a prescription to get a flu shot at a pharmacy. However, depending on the pharmacy, the pharmacist can call the doctor for a prescription. Parents should call ahead to find out if the pharmacy will dispense a flu shot to children and to inquire if the pharmacy has an age limit.