



The Local Choice

2020-2021 Pharmacy Flu Shot Program

Questions and Answers

Getting a flu shot each year is extremely important both to your health and to prevent the spread of influenza to others.

Q1. Where can I get a free flu shot?

A1. If you are enrolled in a TLC health plan:

- **Key Advantage or TLC HDHP** members may receive a free flu shot at a local participating pharmacy. Be sure to call the pharmacy and double check that it participates with the TLC/Commonwealth of Virginia's flu shot program. See the list of [participating pharmacies](#). An appointment may be required.
- **Kaiser Permanente HMO** members may get shots at Kaiser medical centers.
- The **Optima Health Vantage HMO** covers the flu vaccine as a preventive care benefit at 100% when members go to a participating pharmacy.

Q2. Can I get a flu shot at a retail health clinic, such as a Minute Clinic?

A2. Flu shots will be covered at participating retail health clinics for Key Advantage and TLC HDHP members. Drug store retail clinics are covered under the medical benefit, not pharmacy. The claim must be submitted to Anthem.

Q3. What happens if I get a flu shot at a pharmacy that does not participate in the program?

A3. If you get a flu shot at a non-participating pharmacy, you will have to file a paper claim and may be required to pay the difference between Anthem Pharmacy/IngenioRx's allowable charge and the pharmacy's charge for the flu shot.

Q4. When can I get a flu shot?

A4. You can get a flu shot as soon as participating pharmacies and doctor's offices have vaccine available. Flu shots should be available for the duration of the flu season.

Q5. Can I still get a flu shot at my doctor's office?

A5. Key Advantage and TLC HDHP will pay 100 percent for flu shots administered at physicians' offices. However, your doctor may charge a copayment for the visit which will not be reimbursed. Kaiser Permanente HMO members should go to participating Kaiser medical centers.



Q6. Are there any special requirements to get a free flu shot?

A6. You and covered family members should present a photo ID and a plan ID card at the pharmacy or clinic counter so that the pharmacist can determine your eligibility and coverage.

Q7. Does a pharmacist working for the participating drug store or clinic have to administer the flu shots?

A7. Be sure to ask whether the flu shot clinics are being done by the pharmacy or a third party vendor. To be covered at no cost to you, a flu shot must be administered through the pharmacy and processed online under the Anthem pharmacy benefit. Be sure to check before getting the flu shot to be sure that the pharmacy will not charge you. If the pharmacy will not process your flu shot for free, ask the pharmacist to call the pharmacist helpline on the back of your ID card.

Q8. Are the pharmacies on the list offering flu shots to the general public or just to those with a TLC pharmacy benefit?

A10. These providers are not limited to the TLC program.

Q9. Do children need a prescription to receive a flu shot?

A9. Children under 18 may need 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.

Q10. Who can receive a high dose flu shot?

A10. Any TLC member can receive a high dose flu shot. It is recommended for diabetics and others with certain chronic conditions.

Q11. Will the FluMist® nose spray vaccine be available?

A11. In line with federal Centers for Disease Control and Prevention (CDC) recommendations, the flu shot program WILL cover the *FluMist* live vaccine during the 2020-2021 flu season.