

# THE LOCAL CHOICE E-NEWS

## Department of State and Local Health Benefits Programs

September 14, 2016

### It's Flu Season Once Again!

The Local Choice (TLC) plan members may again receive free flu shots this year at pharmacies participating in their health plan's network. TLC Key Advantage and TLC HDHP 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.thelocalchoice.virginia.gov](http://www.thelocalchoice.virginia.gov) soon 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. TLC cards have a Pharmacy Questions 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 groups 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.

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