

THE LOCAL CHOICE E-NEWS

Department of Human Resource Management State and Local Health Benefits Programs

September 13, 2019

The Commonwealth's TLC Flu Shot Program Launches

During the 2019-2020 flu season, TLC health plan members may again get a free flu shot 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 <http://www.thelocalchoice.virginia.gov/flushots.html> to find participating providers, questions and answers on each plan and a flyer 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 Key Advantage and TLC HDHP ID cards have a Pharmacy Questions number.

While members may receive a flu shot at a non-network pharmacy, coverage will be at the out-of-network benefit level. This means they will likely have to file the claim themselves and will be responsible for any 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 respond to this e-mail. You may send inquiries to The Local Choices mailbox at tlc@dhrm.virginia.gov