

# **Tufts Health Plan Overview for Ocean State Immunization Collaborative**

**State Supplied Vaccine Workshop**

**Lincoln, RI  
May 16, 2017**

# 2016-2017 Seasonal Flu Vaccine

## **Who Should Be Vaccinated?**

The Advisory Committee on Immunization Practices (ACIP) recommends universal seasonal flu vaccination for anyone age six months and older.

## **Timing of Flu Vaccination**

It is recommended that providers begin vaccinating as soon as the vaccine is available, if possible by October, and continue vaccinating as long as the flu is circulating in the community. Flu season in the United States can start as early as October and continue through May.

## **Coverage for Seasonal Flu Vaccine**

Administration of the seasonal flu vaccine is covered for members of Tufts Health Plan Commercial (including Tufts Health Freedom Plan), Tufts Medicare Preferred HMO and Tufts Health Plan Senior Care Options plans.

For most plans, there is no cost to the member and copayment and deductible do not apply. If a member pays out of pocket for the flu vaccine, he or she can submit for reimbursement from Tufts Health Plan. If members are unsure whether their plan covers flu vaccination in full and where they can get a flu vaccination, the member may call a member services representative at the number on their member ID card.



# **Immunization Professional Payment Policy Overview**

# Immunization Payment Policy

The screenshot displays a website interface for a Provider Resource Center. The top navigation bar includes links for 'I am a ... Provider', 'Our Plans', 'Pharmacy', 'Resource Center', 'Condition Management', 'Behavioral Health', 'News', 'Training', and a search icon. A pink box highlights the 'I am a ... Provider' link, and a pink arrow points to the 'Resource Center' link. Below the navigation, the page title is 'Provider Resource Center' with the subtitle 'Forms, Documents, Manuals, Guidelines + more'. A search bar contains the text 'Immunization', with a pink arrow pointing to it. To the left of the search bar is a dropdown menu set to 'Commercial'. Below the search bar, a list of search results is shown, with the first result 'Immunization Professional Payment Policy' highlighted by a pink box. A 'View/Download' button is visible next to this result. A second pink box highlights the 'Commercial' dropdown menu. At the bottom right, it says 'Showing 2 of 2 Related Items'.

I am a ... Provider

Our Plans Pharmacy Resource Center Condition Management Behavioral Health News Training Find a

Home > Provider > Resource Center

## Provider Resource Center

Forms, Documents, Manuals, Guidelines + more

Find all the information you need to do business with us, including provider manuals, forms, medical necessity guidelines, training materials, and specific plan design information.

Select a division to get started.

Use of Out-of-Network Providers Payment Policy

Commercial

Locate Division on Member ID Card

Immunization

View: [List View] [Grid View]

Showing All Results. To filter results, use the categories on the left.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

### Search By Category

- Provider Manuals
- > Guidelines
- > Payment Policies
- > Provider Pharmacy
- Behavioral Health
- > Forms

Immunization Professional Payment Policy

View/Download

Immunizations - Adults and Pediatrics

Showing 2 of 2 Related Items

# Eligibility and Benefit Information

- Services and subsequent payment are based on the member's benefit plan document.
- Providers and their office staff should use self-service channels to verify effective dates and copayments for members prior to initiating services.
- Copayments, deductible and/or coinsurance may apply pursuant to the member's benefit plan document.

# Online Eligibility and Benefits Inquiry - [tuftshealthplan.com/provider](https://tuftshealthplan.com/provider)

Member eligibility information is available for all Tufts Health Plan types.

Specific eligibility information is available for each member, including:

- Effective dates
- Plan type
- PCP information
- Term Date
- Alternate carrier information

Member PCP history and effective dates can be accessed and are listed chronologically.

Benefit limits and accumulators are displayed, if applicable.

# State-Supplied Vaccines

## Commercial Plans:

- Submit the appropriate immunization administration CPT/HCPCS procedure code(s) with the vaccine/toxoid CPT/HCPCS procedure code(s) on the same date of service and append the SL modifier to the vaccine/toxoid code to indicate state-supplied.
- Occasionally, a provider will need to purchase a serum that is routinely provided by the state. Submit both the administration procedure code(s) and the vaccine/toxoid procedures code(s) on the same date of service and do not append the SL modifier to the vaccine/toxoid CPT procedure code(s).

**Note:** If an administration procedure code is billed without a vaccine/toxoid procedure code, the administration line will deny.

# State-Supplied Vaccines (continued)

- Tufts Health Plan does not reimburse for vaccines and immunization supplied by the State. However, if a provider purchases the vaccine/toxoid, reimbursement will be made according to the Tufts Health Plan fee schedule.

**Note:** Tufts Health Plan's Fraud Prevention and Recovery Department may conduct audits on state-supplied vaccines that are reimbursed at the fee schedule. If such an audit determines that an office did not comply with these compensation policies, Tufts Health Plan would expect a refund of all overpayments.



# Non-State-Supplied Vaccines

- Submit both the administration procedure code and vaccine/toxoid procedure code(s) on the same date of service.
- Charges for the vaccine/toxoid procedure code(s) must be billed on the claim line(s) with the vaccine/toxoid and the administration procedure code(s), respectively.
- Non-state-supplied vaccines/toxoids purchased by the provider will be reimbursed according to the Tufts Health Plan fee schedule for both the vaccine/toxoid CPT procedure code(s) and the administration CPT procedure code(s).

# Compensation and Reimbursement Information

## Add-on Codes

- Tufts Health Plan will not compensate for add-on code(s) if the primary procedure code has not been submitted on the same date of service. Add-on codes pertain to services performed in conjunction with a primary procedure and should never be reported as stand-alone services. If the primary procedure is not allowed, then the add-on code will also not be allowed. Refer to the AMA CPT Manual for additional information.

## Subcutaneous or Intramuscular Injection

- Tufts Health Plan does not routinely compensate for the subcutaneous or intramuscular injection code when billed with the administration of vaccines and toxoids as the subcutaneous or intramuscular injection code is inappropriate to use for the administration of vaccines and toxoids. Refer to the AMA CPT Manual for additional information.

The background features two stylized human figures in a light blue color. Each figure consists of a circular head and a thick, curved, rounded shape representing the torso and arms. The figures are positioned behind the main text.

# **Claim Information and Provider Resources**

# Register for Access to the Secure Provider Website

Go to [tuftshealthplan.com/provider](https://tuftshealthplan.com/provider) and click "Register for Access."

The screenshot shows the Tufts Health Plan website's provider portal. The header includes the Tufts Health Plan logo, navigation links (About Us, Contact, English, Login, Site Search), and a main menu with categories like 'I am a ... Provider', 'Our Plans', 'Pharmacy', 'Resource Center', 'Condition Management', 'Behavioral Health', 'News', 'Training', and 'Find a Doctor, Hospital...'. The main content area features a 'Welcome Providers' heading, introductory text about copays and member ID cards, and a 'REGISTER YOUR EMAIL' button. A white overlay box titled 'Provider Account Login' is positioned on the right, containing a 'Select a Division' dropdown menu, a 'LOGIN' button, and a 'Register For Access' button highlighted with a pink border.

# General Billing Guidelines

## Tufts Health Plan encourages direct electronic submission.

- Submit any questions regarding electronic claim submission to EDD Operations by email at [edi\\_operations@tufts-health.com](mailto:edi_operations@tufts-health.com) or by calling **888.880.8699, ext. 54042.**

Paper claims should be submitted to the appropriate address based on the member's plan.

- For mailing address information, refer to the Claims Submission Payment Policy at [tuftshealthplan.com/provider](https://tuftshealthplan.com/provider).

Refer to the Claims Submission Payment Policy on the public Provider website for information regarding the submission of claims.

# Online Claim Submission Offered Through MD On-Line, Now Part of ABILITY® Network



[Request Information](#) | 888.499.5465 |

[Customer Login](#)

[Forgot Username/Password?](#)

Special Promotion for Tufts Health Plan Providers

Submit all your Tufts Health Plan claims for FREE

[Learn More](#)

## MD On-Line is now part of ABILITY®

ABILITY Network, a leading healthcare technology company, welcomes MD On-Line to the largest, most reliable and secure web-based network across the continuum of care.

Looking for information regarding your services?

[I need to submit claims](#)

[I am a payer or vendor partner](#)



Contact Us | 888.895.2649



# Provider Payment Dispute Overview

A provider has the right to file a payment dispute if he or she disagrees with a decision regarding the denial or compensation of a claim.

The Online Claim Adjustment Tool on the secure Provider website is the primary means of submitting commercial claim adjustment request and payment disputes.

When submitting a payment dispute by mail, the Request for Claim Review Form along with any supporting documentation is required. The form can be found in the Forms section at

**[tuftshealthplan.com/provider](https://tuftshealthplan.com/provider)**.

- A separate dispute form must be submitted for each claim adjustment.
- All incomplete submissions will be returned.

For complete information, refer to the Provider Payment Dispute Policy found in the Payment Policy section of the public Provider website.

# Clinical Programs

## - Adult Immunization Program



About Us Contact English Login Site Search

I am a ...  
Provider

Our  
Plans

Resource  
Center

Behavioral  
Health

Condition  
Management

News

Pharmacy

Training

Find a Doctor, Hospital...

Home > Provider > Condition Management > Commercial Plans Condition Management > Adult Immunization Program

Condition Management

Commercial Plans  
Condition Management

**Adult Immunization  
Program**

Asthma Program

Healthy Birthday  
Program

Chronic Kidney  
Condition

Complex Care  
Management

Clinical Programs -  
Disease and Condition  
Management Programs

Newborn Care

Smoking Cessation

Spinal Conditions  
Management Programs  
Through NIA Magellan

### Clinical Programs - Adult Immunization Program

- Guidelines for adult and pediatric immunizations are available at the **Centers for Disease Control and Prevention**.
- Read our **Immunization Payment Policy**.
- Tufts Health Plan members may receive health reminders through the mail, in our member publications, and online. Tufts Medicare Preferred HMO members also receive an annual flu vaccine reminder phone call. Tufts Health Plan participates in coalitions to identify opportunities for vaccination of members.
- Vaccine availability updates are published in our *Provider Update*.

If you would like additional information on the Adult Immunization Program, please call the Tufts Health Priority Care line at 888-766-9818, ext. 53532.

#### Additional Resources

The Immunization Action Coalition offers laminated pocket guides for administration of tetanus, diphtheria and acellular pertussis (Tdap) and zoster vaccines. These guides include information on vaccine indications and contraindications, targeted populations, how to administer vaccine(s), and talking points for patients. For more information and to order these pocket guides, visit the **IAC website**.



# Flu Shot Information for Members

## - tuftshealthplan.com/member

I am a ...  
Member

Our Plans

Forms + Documents

Health Information + Tools

Discounts + Perks

Pharmacy

News



Find a

Health Information + Tools

Behavioral Health +  
Substance Use Disorder

Children and Adults with  
Special Needs

Preventive Care +  
Immunization Guidelines

Assess My Health Risks

**Flu Shots**

Adult Preventive Health  
Screenings

Information About  
Preventive Services

Protection Against  
Domestic Violence

Save a Loved One's Life

Understanding + Choosing  
Quality Health Care

Well! Magazine

## Flu Shots

### Flu Shots Are Covered

If you're thinking about getting a flu shot this year, you should know that the Centers for Disease Control and Prevention (CDC) says that everyone over 6 months of age should get vaccinated.

Of course, you'll want to talk to your doctor about getting a flu shot, but in the meantime, here are a few things you should know.

### Coverage for Seasonal Flu Vaccine

Tufts Health Plan covers flu shots, and you can get one at many convenient locations. For most plans, there is no cost to you and copayment/deductible does not apply. If you pay out-of-pocket for the flu vaccine, you can submit for reimbursement from Tufts Health Plan.

### Where to Get Immunized

- Your doctor's office: You pay no copay or deductible if your visit is just for a flu shot.
- Town or school clinics: Just show your Tufts Health Plan member ID card and you'll pay no copay. To find a flu shot **clinic**, contact your city or town administrator.\*
- At worksite clinics operated by contracted vendors: **The Wellness Company**, CVS Caremark®, and Maxim.\* When you show your member ID card, you pay no copay or other cost.
- Participating MinuteClinics within CVS Pharmacy® locations in **Massachusetts, New Hampshire, Rhode Island, Connecticut, and New York**: When you show your member ID card, you pay no copay or other cost. Appointments are not required.\*
- Participating CVS Pharmacy® locations in **Massachusetts, Rhode Island and New Hampshire**: When you show your member ID card, you pay no copay or other cost. Appointments are not required. MA and RI locations can accept members age 18 and older and NH locations can accept members age 9 and older, per state regulations.
- Participating pharmacies within the Caremark network: This expanded network is for members who receive their pharmacy benefit through Tufts Health Plan. (Please refer to your Plan document to confirm coverage). **Click here to locate a Caremark pharmacy nationwide**. Please call the pharmacy in advance to confirm that they offer the flu shot.
- Any self-pay clinic/vaccination site: Member reimbursement applies (See link to claim form below).
- For members receiving home health services: You are eligible to receive the seasonal flu vaccine in your home if you have been approved for and are currently receiving home health services at the time of your vaccination.

# Register to Receive *Provider Update* by Email

- The registration form can be accessed on the public Provider website at [tuftshealthplan.com/provider](https://tuftshealthplan.com/provider). Click "Register Your Email" below to complete and submit the short registration form.

The screenshot displays the Tufts Health Plan website's provider portal. At the top left is the Tufts Health Plan logo. The navigation bar includes links for "About Us", "Contact", "English", "Login", and "Site Search". A dropdown menu is open under "I am a ... Provider", showing "Home > Provider". The main content area features a "Welcome Providers" heading and text explaining the registration process for the *Provider Update* newsletter. A "REGISTER YOUR EMAIL" button is highlighted with a pink arrow. On the right, a "Provider Account Login" overlay is visible, containing a "Select a Division" dropdown and a "LOGIN" button.

**Note:** This email address will be used only for required notifications and other pertinent business communications. It will not change or grant login credentials to the secure Provider website.

# Provider Training and Education

## - [tuftshealthplan.com/provider/training](https://tuftshealthplan.com/provider/training)

**TUFTS Health Plan** | About Us | Contact | English | Login | Site Search

I am a ... **Provider** | Our Plans | Resource Center | Behavioral Health | Condition Management | News | Pharmacy | **Training** | Find a Doctor, Hospital...

Home > Provider > Training > Commercial

### Training Resources for Commercial Plan Providers

Tufts Health Plan's Education team is dedicated to keeping you "in the know" by providing a variety of opportunities for provider office staff to learn about web tools, policies and procedures, and administrative updates. We offer web-based training, Office Managers Meetings and customized on-site visits. To view all of our educational resources, including scheduled webinars and Office Managers Meetings, click on the links below:

- Office Managers Meetings
- Guides and Resources
- Webcasts
- **Webinars**

**Commercial** (dropdown menu):  
Guides & Resources  
Office Managers Meetings  
Webcasts  
Webinars