

Question	Answer
If patient put 2 insurance companies, and preferred to use Medicare, how can I advise this individual to enter the info?	Unfortunately patients cannot choose which coverage they would prefer to use. Payment will be based on whichever health plan is the primary payor for vaccine services. If the patient is unsure which payer is primary for vaccines, please advise them to provide both insurances.
How sensitive is the system for denying a claim. For example - if a middle initial is not provided in Color but is on the plan, will this be rejected? Or if name in Color is Tom but card is Thomas etc...	The answer to this question is challenging as it varies by payor. However, a few pieces of information are never used to deny a claim - invalid or missing middle name, and patient address will not result in a claim denial. Some payers will accept a shortened name i.e. Tom for Thomas, but others will not. The safest bet is to record the information exactly as it appears on the patient's insurance card. Additionally, capturing the patient's correct and full name and other demographics is essential for reporting to the MIIS so best practice is to verify and record all patient reported information.
For health is not required if use color anymore---did that requirement change?	ForHealth has never been required to use Color. ForHealth is currently the only third-party biller that is integrated with Color in MA.

<p>Shingrix... ACIP rec now, but Medicare Part D still (?)--does that mean CWM does not bill for it?</p>	<p>At this time, Shingrix is still covered under Medicare Part D/prescription drug benefits. As a result, ForHealth can only bill Shingrix claims when a patient is still covered by their commercial insurance benefits.</p>
<p>(Do they work the claim? Who works the claim? Do we get a review process so we can streamline operations?)</p>	<p>Providers have until 7 days after the close of the month to review insurance information in Color before it is sent to ForHealth to bill. ForHealth works rejected and denied claims when it is possible to locate corrected insurance information using payer eligibility tools.</p>
<p>Will there be training provided specifically on how to sign up for Medicare and Medicaid?</p>	<p>Yes. ForHealth offers additional information on enrolling as a Medicare or MassHealth provider at our annual trainings each August. Providers may email vaccine@umassmed.edu for a copy of previous training materials. There are also online resources for Medicare enrollment here: https://www.ngsmedicare.com/enrollment?lob=96664&state=97224&rgion=93623</p>
<p>for the Fall clinics for covid will they need to have insurance in color?</p>	<p>Patients will need to enter their insurance information in Color each time they register for a vaccine.</p>

Are there any insurances that do not cover flu vaccine? And what is the best way for providers to find out whether a patient's insurance covers a particular vaccine? (I am mostly wondering in terms of knowing whether to administer private vs. state vaccine so this question may not be in the right place)

Health plans not listed on the "Participating Health Plans" slide (Slide 10), may not cover flu vaccines in a clinic setting. However, there are many plan names that may be a part of the plans contracted with our program which makes an extensive/exhaustive list of plans difficult and confusing. For example, Be Healthy Partnership is a plan offered by Health New England, which works with our program. We do offer an insurance guide that goes into many common participating health plan names for providers looking for additional detail. Please email vaccine@umassmed.edu to request.