

## Hosting a Flu Clinic with Maxim Health

In preparation for the 2016 flu season, customers that are interested in hosting a flu clinic at the worksite can now work directly with Maxim Health Systems, an independent company. Customers do not need to go through Independence Blue Cross (Independence) to request or coordinate a flu clinic.

Maxim will directly bill Independence, thus allowing the service to be processed as a claim at the time of receipt and eliminating the need for a member to pay out-of-pocket. **Note:** in order for the service to be submitted as a claim, the participant must be an active Independence member and provide their insurance card at the time of service.

### What are the benefits of working with Maxim to host a flu clinic?

**Convenience.** Maxim can offer clinics held at the worksite and will work with groups to schedule a clinic at a date and time that is convenient for them.

**Billing flexibility.** Maxim can bill direct for flu shots, which means that active Independence members that receive a flu shot will not incur any out-of-pocket expenses.

**Competitive pricing.** The cost is \$25 per shot with a required minimum of 35 participants per clinic, per date, and per location.

### Can any group participate?

Yes, any Independence-covered group can participate in the flu campaign as long as they can meet the required 35-participant minimum.

### When is the earliest that a group can participate in the flu program?

Standard seasonal flu vaccination will begin in September, when the vaccine becomes available, and will continue throughout the influenza season. Maxim can schedule worksite flu clinics beginning on September 19, 2016, through January 31, 2017.

### What time of year would you suggest providing the vaccine?

Ideally, receiving a seasonal flu vaccination between September and November offers the most benefit.

### What does a group do if they want to host a flu clinic through Maxim Health?

To host a flu clinic, please contact Steven Sweeney, Program Manager, Maxim Health Systems by email at [stsweene@maxhealth.com](mailto:stsweene@maxhealth.com)

### Are there any restrictions regarding who can receive a flu shot?

Among those who will not be offered influenza vaccine are people who:

- Have any severe (life-threatening) allergies
- Are allergic to eggs or egg products
- Are allergic to any vaccine component, for example, thimerosal
- Have had a severe reaction after a previous dose of flu vaccine
- Have a history of Guillain-Barre Syndrome
- Are ill (fever or active respiratory infection)
- Have a reaction to epinephrine (adrenaline)

### **What is the cost of the flu shot? What are the payment options?**

The cost is \$25 per shot with a required minimum of 35-participants per clinic, per date, and per location.

For employees not covered by Independence, groups can choose one of the following options:

- Maxim can invoice the group \$25 per vaccine for each employee
- Each employee can pay Maxim \$25 directly at the time of service.

### **What type of flu vaccine will be administered?**

The only flu vaccine available for worksite flu events is the trivalent (3-strain) flu vaccine. No other vaccine types will be administered.

### **How many shots can be administered per hour?**

Each nurse can administer approximately 15 vaccines per hour.

### **Is there a minimum number of participants needed in order to participate in the flu program?**

Yes, Maxim requires a 35-participant minimum per clinic, per date, and per location. Should a group's employee participation fall below that required minimum, the group will be responsible for the cost difference to meet the required minimum. For example, if a group has 25 participants at a clinic, the group would be responsible for the cost of 10 additional vaccines to meet the 35-participant minimum.

### **Will a group be charged for any unused vaccine?**

No, groups are not penalized or charged for any unused vaccine, up to the 35-participant minimum. For example, if group requests 50 vaccines and only uses 35, they will not be charged for the 15 extra vaccines. If group requests 50 vaccines and only uses 40, they will not be charged for the additional 10 unused vaccines.

### **When and why would a group receive an invoice?**

In addition to direct bill capability through claims, a group can choose to be invoiced for non-covered employees receiving a flu shot at a Maxim flu clinic.

Also, if the group does not meet the required 35-participant minimum, the group will be invoiced for the number of participants short of the minimum requirement. For example, if a group only has 25 participants at a clinic, the group would be responsible for the cost of 10 additional vaccines to meet the 35-participant minimum.

If the member does not provide their insurance card at the time of service, the service will not be put through claims and the group will be billed for the cost of the flu shot.

### **When and why would a member get charged for the cost of a flu shot?**

If the claim is denied due to inactive coverage at the time of receiving a flu shot, the member will be billed for the service. Maxim's consent form documents the member's responsibility for payment.

### **Does Maxim offer an online scheduler for flu vaccinations?**

Yes, Maxim does offer an online scheduler which is recommended for clinics with 100 or more participants. The cost for using the appointment scheduler is \$0.50 per appointment.

**Will Maxim bring extra vaccine to the flu clinic site?**

Yes, typically Maxim will bring approximately 10 percent extra of the order.

**What if a group needs to change their flu clinic date and/or time?**

All rescheduling inquiries should be directed to Maxim Health.

**Is there a cancellation policy? What should a group do if they need to cancel a scheduled flu clinic?**

All cancellations must be received at least ten business days prior to a scheduled clinic date. All cancellation requests should be directed to Maxim.