

ZOSTAVAX VACCINE FACT SHEET FOR THE PATIENT

SEPTEMBER 2012

Your provider would like you to get a Zostavax (Shingles) vaccine.

Insurance coverage for Zostavax varies tremendously from insurance company to insurance company.

ZOSTAVAX FACTS:

- Medicare treats Zostavax as a prescription benefit. This means that the immunization is NOT covered under Part B coverage.
- It is the PATIENTS responsibility to determine if the Zostavax is covered under their Medicare and/or other insurance coverage.

QUESTIONS YOU NEED TO ASK YOUR INSURANCE COMPANY ABOUT YOUR ZOSTAVAX COVERAGE:

- Is the Zostavax immunization covered by the insurance coverage? The CPT code for Zostavax is 90736 (this is a code your insurance company will need to help them identify the correct immunization)
- Is the administration charge to administer the Zostavax immunization covered by the insurance company? The administration CPT code is 90471?
- Does the cost of the Zostovax apply towards the deductible and/or are there any premiums that will be charged?
- Is there a co-payment amount due with the Zostovax injection? If yes, what is the co-pay amount?
- Is the Zostavax covered if given at Eastbrook FHC or the pharmacy?
- Does the coverage require the medication to be paid for out of pocket (by the patient) and then reimbursed (to the patient) by the insurance company? OR will the charge be submitted by the pharmacy or Eastbrook FHC and paid directly to the pharmacy or Eastbrook FHC?
- Is a prior authorization needed?

It has been our experience here at Eastbrook that the insurance company's response to these inquiries are not always consistent or reliable. We strongly advise that you write down the following when you are speaking to your insurance company:

- Date, time and the name of the person you are speaking to.
- Ask if there is a call number associated to your phone call and record the number if there is.

ONCE YOU HAVE THE INFORMATION ABOUT COVERAGE, PROCEED LIKE THIS:

- If you are going to receive your Zostavax injection at Eastbrook FHC, call our office at 299-5711, ask to speak to SHAYNA or dial extension 171 and leave a message for Shayna to return your call.
- Call Eastbrook FHC at 299-5711 if you need the provider to send a prescription for the Zostavax to a pharmacy. Not all pharmacies give the Zostavax injection, so you want to check with your pharmacy to see if they administer the injections.

MEDICARE/MEDICARE ADVANTAGE PATIENTS:

- If you are going to receive your Zostavax injection at Eastbrook, you will need to sign an ABN (this is a waiver stating that if the insurance does not cover the injection, you are responsible for the charges).

OTHER INSURANCE PATIENTS:

- If you are going to receive your Zostavax injection at Eastbrook, you will need to sign an insurance waiver (this is a waiver stating that if the insurance does not cover the injection, you are responsible for the charges)

NO ZOSTAVAX INJECTIONS WILL BE GIVEN TO ANY PATIENT WITHOUT THEM FIRST SIGNING THE ABN/INSURANCE WAIVER.

The reason for this is because of our past experience with the insurance companies stating they would cover the injections and then rejecting the payment when the claims were billed, and refusing to reimburse for the medication. Eastbrook cannot be responsible for these charges in those cases. Ultimately, the charges are the patient's responsibility. The patient should take this in consideration as they are deciding to move forward with the immunization.