

Shingles Vaccine Coverage

Did you know the shingles vaccine is covered by your Blue MedicareRx Prescription Drug Plan (PDP)?

Shingles vaccine coverage can be complicated. Your coverage includes the cost for the:

- Vaccine, which is covered by your prescription drug plan, and
- Administration of the shot.

Call us first when you plan to get vaccinated. We can help you understand your benefits. Please call Customer Care at the numbers listed below, 24 hours a day, 7 days a week. TTY/TDD users should call 711. We are here to help:

- Explain your vaccination coverage and what you'll pay.
- Lower costs by helping you find pharmacies in our network.
- Tell you how you can get reimbursed if you pay your doctor or pharmacy for the full cost of the vaccine and its administration.

Frequently Asked Questions about Shingles Coverage

Question 1: I received the shingles vaccine at an in-network pharmacy. I thought the vaccine would be covered, but I had to pay the full cost for the vaccine and the cost to have it administered. Why did I have to pay?

Answer: If you are in the deductible or coverage gap stage of your benefit, you may be responsible for all of the costs associated with the vaccine.

Question 2: I want to buy the shingles vaccine at my local pharmacy. They also told me they would be able to give me the shot right in the store. What will I pay?

Answer: If the pharmacy is in your health plan's network, you will have to pay the pharmacy:

- The amount of your deductible (if applicable), co-payment or co-insurance for the vaccine.
- The cost of the vaccine administration.

We'll pay the rest of the cost.

Question 3: I received the shingles vaccine at my doctor's office and I had to pay the full price. Why isn't the shingles vaccine covered?

Answer: The shingles vaccine is covered. Because you received it at your doctor's office, you had to pay both the full cost of the vaccine and the cost to have your doctor administer it. You can submit a request for reimbursement. We'll reimburse you the set amount we pay the doctor for this service (allowed amount). If the doctor charges more than the set amount (allowed amount), you may be responsible for the difference.

Note: We'll pay the difference if you are qualified to receive "Extra Help" from Medicare. To see if you qualify, you can:

- Call Medicare at 1-800-MEDICARE (1-800-633-4227). Available 24 hours a day/7 days a week. TTY users should call 1-877-486-2048.
- Call the Social Security Office at 1-800-772-1213. Available 7 a.m. - 7 p.m., Monday through Friday. TTY users should call 1-800-325-0778.
- Call or visit your state Medicaid office.

Question 4: I requested reimbursement and received an approval letter, but I did not get a check. Why didn't I get a refund?

Answer: Please refer to your Prescription Claim Reimbursement Statement for an explanation of how the claim processed. If you are in the deductible or coverage gap stage of your benefit, you may be responsible for all of the costs associated with the vaccine. Reimbursement is based on the amount that we would pay if you received the vaccine at an in-network pharmacy. You may be responsible for the difference between what the out-of-network doctor or pharmacy charges and the set amount the plan pays (allowed amount).

Question 5: I bought the shingles vaccine at my pharmacy and then brought it to my doctor's office and they gave me the shot in their office. I gave my card to the pharmacy and paid my co-insurance. At the doctor's office, I had to pay the full cost for the doctor to give me the shot. How do I get reimbursed?

Answer: When your doctor gives you the shot, you will pay the entire cost for this service. You can request reimbursement by submitting paperwork to us. For help submitting paperwork please call 1-888-543-4917, 24 hours a day, 7 days a week. TTY/TDD users should call 711.

- You will be reimbursed for the set amount we pay the doctor for this service (allowed amount). If the doctor charged you more than the set (allowed) amount, you will pay the difference.
- If you get "Extra Help," we will reimburse you for this difference. Please see Question 3 above for information on "Extra Help".

Customer Care Phone Numbers

Connecticut	1-888-620-1747	Rhode Island	1-888-620-1748
Massachusetts	1-888-543-4917	Vermont	1-888-620-1746