



Arizona VFC Program Supplied Vaccine

Frequently Asked Questions

[VFC-Eligible Children](#)

[Privately Insured Children](#)

[UNDERinsured Children](#)

[Hepatitis B Birth Dose in VFC-Enrolled Birthing Hospitals](#)

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If you have any questions, please contact the Arizona VFC Program at 602-364-3642.

Questions about Serving VFC-Eligible Children

1. Who is eligible to receive VFC vaccine?

Children through 18 years of age who meet at least one of the following criteria are eligible to receive VFC vaccine:

- Uninsured
- on AHCCCS
- Native American/Alaskan Native

2. What is the definition of uninsured?

A person who has no health insurance coverage. These patients are commonly called “self-pay.”

3. Can I use Arizona VFC Program vaccine to immunize a KidsCare child?

Yes. Continue vaccinating KidsCare children.

4. What can I charge for the administration fee?

Uninsured

You may charge the uninsured patient up to \$21.33 per immunization, but if they are not able to pay, you must waive the administration fee.

Children on AHCCCS

You cannot charge an AHCCCS patient an administration fee. Please contact your AHCCCS Health Plan for specific requirements and rates for billing or go to

<http://www.azahcccs.gov/commercial/ProviderBilling/rates/PCSrates.aspx> for more information.

Native American/Alaskan Native

You may charge the Native American/Alaskan Native patient up to \$21.33 per immunization, but if they are not able to pay, you must waive the administration fee.

KidsCare:

You cannot charge a KidsCare patient an administration fee. Please contact your KidsCare Health Plan for specific requirements and rates for billing or go to

<http://www.azahcccs.gov/commercial/ProviderBilling/rates/PCSrates.aspx> for more information.

5. Can I continue vaccinating VFC eligible children and KidsCare children with VFC vaccine after July 1, 2013?

Yes, always continue vaccinating VFC-eligible children and KidsCare children.

The changes occurring on July 1, 2013 impact only UNDERinsured children.

6. How do I become a VFC provider?

If you interested in becoming a VFC provider, please contact the Arizona VFC Program at 602-364-3642.

Questions about Serving Privately Insured Children

1. What is the definition of privately insured?

Anyone with insurance that covers the cost of vaccine, even if the insurance includes a deductible or co-pay, or if a claim for the cost of the vaccine and its administration would be denied for payment by the insurance carrier because the plan's deductible had not been met.

2. Why is it important to vaccinate privately insured children in their medical home?

There are only a limited number of places to serve privately insured children, especially children under 6 years of age. If privately insured children get bounced around between private providers and the county health department they may fall through the cracks and never get vaccinated.

3. If I run out of my private stock vaccine, can I use VFC vaccine until I receive more private vaccine?

VFC-enrolled providers are expected to maintain an adequate inventory of vaccine for both their VFC and privately insured patients. VFC vaccine cannot be used as a replacement system for a provider's privately purchased vaccine inventory. The provider must assure that VFC vaccine supply is adequate to meet the needs of the provider's VFC-eligible patients and that borrowing VFC vaccine will not prevent a VFC-eligible child from receiving a needed vaccination because VFC vaccine was administered to a non-VFC eligible child. Borrowing would occur only when there is lack of private-stock vaccine due to unexpected circumstances such as a delayed vaccine shipment, vaccine spoiled in-transit to provider, or new staff that calculated ordering time incorrectly. The reason cannot be provider planned borrowing from VFC stock.

If borrowing has occurred, please contact the Arizona VFC Program at 602-364-3642.

If you need assistance in maintaining an adequate vaccine inventory, please call the Arizona VFC Program at 602-364-3642.

4. I do not have a private stock of all vaccines, where can I send my privately insured children?

Privately insured children should be vaccinated in their medical home because other resources may not be available. Please carry all vaccines.

Places where privately insured children can get vaccinated include:

- Community vaccinators have main clinics and offsite clinics in some retail outlets. Some of these have contracts to bill insurance companies. Vaccines offered and ages served vary.
 - Some examples of community vaccinators are East Valley Vaccination and Examination Center, Healthwaves, Maxim, and Passport Health.
- Federally Qualified Health Centers or Rural Health Centers. Some are able to take walk-in and non-established patients, but many will require the patients to enroll in the FQHC or RHC as their medical home.
- Pharmacies, which do not serve children under 6 years of age (Walgreens, under 7 years of age).
- Another private provider who carries needed vaccines.
- Many county health departments now have the ability to provide private stock vaccine and bill some private insurance companies for reimbursement.

VFC-enrolled hospitals may use vaccine supplied by the Arizona VFC Program to immunize insured children for the Hepatitis B birth dose and HBIG.

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Questions about Serving Privately Insured Children (continued)

5. Can I send a privately insured child to a County Health Department to be vaccinated?

County health departments and other public providers are not able to use public vaccine on privately insured children. County health departments can only be a resource if they have a private vaccine stock and a system in place to bill private insurance.

Some county health departments are trying to establish private stocks of vaccine and private insurance reimbursement systems in order to continue serving privately insured children. This is a challenging effort and it may take some time before your county health department may be successful. Check with your local health department to see if they can still serve as a resource for your patients.

6. I work for a VFC-enrolled birthing hospital. Starting July 1, 2013 can I use Arizona VFC program supplied Hepatitis B birth dose and HBIG to vaccinate privately insured infants?

Yes, VFC-enrolled birthing hospitals can vaccinate all infants, regardless of insurance status, with Arizona VFC Program supplied Hepatitis B birth dose and HBIG.

7. How do I handle a privately insured patient with a deductible or co-pay?

Use private vaccine to vaccinate the patient and charge the patient out-of-pocket for the cost. If you thought the vaccine was covered and you received a denied claim, you can bill the patient.

8. If a privately insured patient with full vaccine coverage at an in-network provider goes to an out-of-network provider where the patient has no vaccine coverage, are they considered UNDERinsured?

No, this patient is still considered privately insured. Use private vaccine to vaccinate the patient and charge the patient out-of-pocket for the cost of the vaccine or refer the patient to an in-network provider.

Questions about Serving UNDERinsured Children

1. What is the definition of UNDERinsured?

A person who has health insurance, but the coverage does not include vaccines or a person whose insurance covers only selected vaccines. Children with deductibles and co-pays are considered insured and NOT underinsured. Children who are underinsured for selected vaccines are VFC-eligible for non-covered vaccines only.

2. Can I use Arizona VFC Program vaccine to immunize an UNDERinsured child?

If you are a Federally Qualified Health Center (FQHC), Rural Health Center (RHC), a deputized VFC provider, or a VFC-enrolled hospital for the Hepatitis B birth dose and HBIG, yes, you can use VFC Vaccine to immunize an UNDERinsured child.

If you are a NOT Federally Qualified Health Center (FQHC), Rural Health Center (RHC), deputized VFC provider, or VFC-enrolled hospital for the Hepatitis B birth dose and HBIG, **starting July 1, 2013**, you can no longer use Arizona VFC Program supplied vaccine to immunize UNDERinsured children.

3. How do I find out if I am a deputized VFC provider?

All of the Arizona deputized VFC providers have a current (January 2013) deputization agreement in place. The deputized VFC providers are listed by county in the Underinsured Referral Locations document.

You can find the Underinsured Referral Locations document on the Arizona Department of Health Services website (<http://www.azdhs.gov/phs/immunization/vaccine-policy-changes.htm>).

4. How do I become a deputized VFC provider?

If you interested in becoming a deputized VFC provider, please contact the Arizona VFC Program at 602-364-3642.

5. Once the Arizona VFC Program tells me to stop vaccinating my underinsured patients with Arizona VFC program supplied vaccine, what are my options?

Starting July 1, 2013, you have two options for the uncovered recommended vaccines for your Underinsured patients:

Option 1: Use your private vaccine stock and administer the covered and uncovered vaccines. Charge the patient out-of-pocket for the cost of the uncovered vaccines.

Option 2: Use your private stock to administer the vaccine that is covered by insurance. You don't want to miss an opportunity to vaccinate. Refer the patient to a facility that has the ability to provide the uncovered vaccines at no cost – these facilities include county health departments, certain deputized health care providers, some FQHCs and some RHCs (see question #7). Consider using the Underinsured Patient Referral Form (see question #6) to ensure the underinsured patient receives all of the recommended vaccines.

The Arizona Immunization Program Office has developed a step-by-step guide to help you handle your underinsured patients after June 30, 2013. You can find this document on the Arizona Department of Health Services website (<http://www.azdhs.gov/phs/immunization/vaccine-policy-changes.htm>).

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Questions about Serving UNDERinsured Children (continued)

6. What is the Underinsured Patient Referral Form?

The Underinsured Patient Referral Form can be used to document the uncovered vaccines that the underinsured patient will need. The underinsured patient should take this form and a copy of their shot record to the new facility. This document provides continuity of care between provider offices.

You can find the Underinsured Patient Referral Form document on the Arizona Department of Health Services website (<http://www.azdhs.gov/phs/immunization/vaccine-policy-changes.htm>).

7. Where can I refer my underinsured patients to receive vaccines at no cost?

UNDERinsured children can be referred to the following places, which will continue to provide VFC vaccine to underinsured children:

- All county health departments
- A limited number of public and private VFC providers are deputized to assist the CHDs. These providers will accept non-established patients.
- Federally Qualified Health Centers or Rural Health Centers. Please note that many of these centers may not have the ability to serve non-established patients.

The Arizona Immunization Program Office has developed one document for each county that contains all of the different types of providers (FQHCs, RHCs, county health departments, deputized private providers) with authority to immunize underinsured children with VFC vaccine. We hope that these county-specific documents will be helpful to you and your patients, as each contains the facility name, location and contact information. You can find the Underinsured Referral Locations document on the Arizona Department of Health Services website (<http://www.azdhs.gov/phs/immunization/vaccine-policy-changes.htm>).

8. Can I refer my underinsured patients to pharmacies?

Pharmacies may vaccinate children 6 years of age and older with a doctor's prescription, except for influenza vaccine, which does not require a prescription. Parents of underinsured children will be charged out-of-pocket for the vaccine.

9. I work for a VFC-enrolled birthing hospital. Starting July 1, 2013, do I need to refer my underinsured newborns out of the hospital or use private vaccine stock for the Hepatitis B birth dose and HBIG?

No. VFC birthing hospitals can vaccinate all infants, regardless of insurance status, with Arizona VFC Program supplied Hepatitis B birth dose and HBIG.

10. If a privately insured patient with full vaccine coverage at an in-network provider goes to an out-of-network provider where the patient has no vaccine coverage, are they considered UNDERinsured?

No, this patient is still considered privately insured. Use private vaccine to vaccinate the patient and charge the patient out-of-pocket for the cost of the vaccine or refer the patient to an in-network provider.

Questions about the Hepatitis B Birth Dose in VFC-Enrolled Birthing Hospitals

1. Can VFC-enrolled birthing hospitals continue vaccinating all babies with the Arizona VFC Program supplied Hepatitis B birth dose and HBIG?

Yes, VFC-enrolled birthing hospitals can vaccinate all infants, regardless of insurance status, with Arizona VFC Program supplied Hepatitis B birth dose and HBIG.

2. How do I become a VFC-enrolled birthing hospital?

If you interested in becoming a VFC-enrolled birthing hospital, please contact the Arizona VFC Program at 602-364-3642.