

PROCESS FOR RECEIVING SHINGLES VACCINATIONS

*** Please note that the Shingles Vaccine is only covered for members age 60 and older**

1. Members have two options for obtaining their Shingles Vaccination. They can either obtain their shot through their physician (**SEE SPECIFIC INSTRUCTIONS STARTING AT NUMBER 4 IF OBTAINING SHOT AT AN IN-NETWORK PHYSICIAN'S OFFICE**) or they can have their physician write a prescription for the shot and take it to one of our participating pharmacies to have the shot administered.
2. The following pharmacies are the only contracted retail pharmacies approved to give the shot and process it through your medical plan benefits. If you take your prescription to a non-participating pharmacy, your shot will **NOT** be covered. **Please remind your pharmacy that they should be running your prescription through your medical plan – not through the pharmacy plan.**

Target, Walgreens, CVS and Kmart Pharmacies are the only participating pharmacies approved to give the Shingles Shot in Arkansas.

***PLEASE NOTE THAT WALGREENS WILL ONLY COVER SHINGLES VACCINATIONS FOR MEMBERS AGE 60-64.**

3. **For members age 65 and older who have already signed up for Medicare and have Part A or B their UHC insurance is primary and they can obtain the shingles vaccine following the instructions above.**

For member who are age 65 or older and have Medicare Part D – Medicare Part D is primary and the shingles vaccine should be billed by the retail vendor directly to the Medicare Part D payer.

NOTE: An explanation of Medicare benefits (EOMB) **will be** required by UnitedHealthcare to process the claim as the secondary payer.

4. Prescribing physician should fax prescription for Zostavax or Shingrix to the Specialty Pharmacy (Optum RX) fax number of 800-853-3844.
5. Once Optum RX receives the prescription request from the doctor they will reach out to the member to verify they want the prescription filled.
6. Optum RX will also confirm the member's eligibility (verify coverage is active, etc.). Typical turn around time is 3-5 business days.
7. Once eligibility information has been verified, the member is contacted to get authorization to dispense the medication.
8. After authorization to dispense the medication has been received – the cost of medication is reviewed along with whether deductible applies, how much of the deductible the member has met, what their out-of-pocket maximum is, etc.

9. Optum RX then faxes a notice to the doctor that they have received permission to ship the medication and the doctor either completes the notice requesting the medication to be shipped to them and faxes back to Optum RX or for faster turn around time the physician can call Optum RX billing at 866-815-5338 to request the medication. The doctor must request a specific date for medication to be shipped (do not just put ASAP).
10. Doctor should give 48 hours advance notice for delivery date.
11. Once Optum RX receives everything they need to ship medicine – they ship via UPS overnight to doctor's office (signature required).

*** In order for the shot to be considered in-network under the medical benefit (it can't be filled under pharmacy as in-network) it MUST be filled by Optum RX and the claim submitted under the medical benefit. .**

***Disclaimer: This is what happens in an ideal situation when both the member and the physician are responding timely.**