

Vaccination Clinic Toolkit for Pharmacy and Nursing Home Partnerships

Introduction

Congratulations on taking next steps to provide a successful vaccination clinic for the residents you serve. This toolkit serves as a resource for pharmacies that partner with nursing homes for resident vaccinations. This toolkit can be initiated by either the pharmacy or the nursing home and will be most successful if both partners are familiar with its content.

When the COVID-19 vaccine was released in 2020, the government helped nursing homes with mass vaccination clinics. After that, pharmacies were able to help nursing homes without any billing concerns. [After the end of the Public Health Emergency, pharmacies could no longer bill Medicare Part A](#) and the [COVID-19 vaccine was no longer free](#), creating barriers for pharmacy/nursing home partnerships. With communication, pharmacies and nursing homes can develop a plan to work together on vaccination clinics without high up-front costs.

Identifying a Partner

There are many nursing homes in need of assistance with vaccine services, and there are often local pharmacies willing to provide mobile vaccine services to these homes.

Pharmacies can contact local nursing homes and ask to speak to the infection preventionist, director of nursing or nursing home administrator to see if their facility might need this service.

Nursing homes can contact local pharmacies for vaccination help by asking to speak with the pharmacist. Since Medicare Part A coverage is not billable through pharmacy services, the nursing home may request the pharmacy be reimbursed by the nursing home for any Medicare Part A vaccinated residents.

The remainder of this toolkit will focus on processes the pharmacy can implement to partner with nursing homes on vaccination clinics. It is still important for nursing home staff to understand the content, but the tools referenced will be carried out by the pharmacy.

Communicating With the Nursing Home or Pharmacy

Vaccination Set-up Communication

The following was developed based on resources from **Wausau Family Pharmacy** in Wisconsin and should be sent from the pharmacy to the nursing home via email. Copy and paste the below into an email and edit it to fit your needs.

“Hello XXX,

I need some details to coordinate the vaccine clinic.

Please forward me the following information:

- Name and address of nursing home.
- Day of on-site contact name, email and cell phone number.
- Any notes concerning space, parking, logistics, etc. that would be helpful to the pharmacy staff.
- Number of anticipated vaccines and which type of vaccines you would like administered.
- We will need to know if you will require room-to-room accommodation or if the event will take place in one room. If it is in one room, we will require an appropriate number of tables, chairs and trash cans.
- A few dates that work best for your facility.
- We can bill Medicare Part B and D for some patients; however, for skilled nursing facilities with Medicare Part A residents, the nursing home must bill Medicare Part A for the vaccine services and reimburse the pharmacy. If this is your facility, please let us know and we can facilitate billing. Effective 06/30/2023, please see [billing information from CMS](#).
- For the pharmacy to bill Medicare Part B or D, we will need insurance information for the patients including: RxBin, Rx PCN, ID, Group # and the last 4 digits of their SSN (typically found on their insurance card). Medicare Part B will require the numbers on their red, white and blue card.
- Attached is the vaccine information form that needs to be filled out and signed by the patient or their representative.
- All vaccine information sheets can be found [on the CDC website](#).

What to Expect Throughout the Clinic Process

It can be helpful to provide nursing homes with information to describe what they can expect during the clinic process. Consider taking the information below and creating a word document you can attach via email to your nursing home contact.

Paperwork

Please ensure you have gathered comprehensive information about insurance billing and payment procedures before the clinic date.

Furthermore, prior to the scheduled clinic date, it is imperative to have your vaccine administration and immunization records readily available, and to ensure that all relevant consent forms have been completed.

Billing and Payment

There are a variety of different payment and billing options available. Pharmacies can choose to bill, provide a direct invoice or have those getting vaccinated pay out of pocket. It is helpful to communicate this at the beginning of the vaccine clinic conversation. Ensure your pharmacy’s specific options are sent to the nursing home partner.

Here is an example of what you might include for billing and payment from **Wausau Family Pharmacy** in Wisconsin.

“Wausau Family Pharmacy offers a variety of different payment and billing options at on-site clinics to meet the needs of your organization. We accept most major pharmacy benefit plans and some medical plans. Direct invoicing can also be arranged if your organization would like to cover the cost of the vaccines.

We will ask you questions about insurance plans and who is responsible for payment so it will be helpful to have this information ready when setting up the clinic.

Pharmacy Benefit Managers and Medical Insurance

For any patient using their pharmacy benefits or medical insurance to cover the cost of the vaccines, please advise them to bring their insurance cards to the clinic and present it to the immunizer before receiving their vaccination.

Direct Invoice

Your organization has the option to cover the cost of vaccines for all or some of the clinic participants.

Cash/Out-of-Pocket

Clinic participants have the option to pay out-of-pocket for their vaccination if insurance does not cover the cost of the vaccine. The costs are as follows:

- High dose flu vaccine: List your cost
- Seasonal flu vaccine: List your cost
- COVID-19 vaccine: List your cost and include [Bridge Access Program](#) information if your pharmacy is participating.
- Other vaccines will be based on the usual and customary price charged in the pharmacy.”

Attachments

It will also be helpful to include a PDF of the current [Vaccine Information Statement\(s\)](#), your pharmacy’s Vaccine Administration Record (VAR) or informed consent and [information on coding](#) to ensure the nursing home has what they need if they are going to bill Medicare Part A. In anticipation of the pharmacy’s arrival onsite, a checklist like the one developed by **Wausau Family Pharmacy** can be used to streamline the process.

“Clinic Checklist

We’ve developed a checklist to help you prepare for a successful clinic!

- Get a final headcount of participants as the clinic date nears
 - Have more people expressed interest in the clinic? If so, please call your pharmacy team and let them know as they may need to prepare more supplies.

- Confirm insurance coverage (if using insurance at the clinic)
 - Prior to the day of the clinic, encourage individuals (like staff) that do not use your organization-provided insurance to check if the vaccines are covered under their insurance.
- Secure the space
 - Ensure there is a space that offers privacy for immunizing.
 - Ensure there is space for waiting participants.
 - Provide a table, chairs (2 per immunizer) and trash cans for the immunizers.
- Prearrival information
 - Confirm with the immunizer which vaccinations they will be administering.
 - Remind participants to dress accordingly so their arm is easily accessible to the immunizer.
 - Remind participants to bring their insurance card.
 - Remind participants they will need to have a form of payment with them if they have a copay or are paying out-of-pocket.
 - Remind participants to complete their vaccine administration record/immunization consent forms prior to attending the clinic unless discussed otherwise.
 - Inform participants to notify the immunizer if they have ever had a reaction to any vaccines.
- Inform the pharmacy team about day of clinic logistics
 - Is there a specific parking lot the team should park in?
 - Will the team need to check in at security?
 - Who should the team be asking for when they arrive?
 - Resolving these logistics prior to the day of the clinic can help the clinic run on time!”

Post-clinic Communication

If Medicare Part A residents were vaccinated, the pharmacy should consider sending a bill to the nursing home to indicate what they expect the nursing home to be reimbursed from Medicare Part A. The pharmacy should provide instructions for reimbursing the pharmacy (where to send a check).

The nursing home should remain in communication with the pharmacy to provide updates on when they can expect their reimbursement.

Conclusion

Congratulations! You are now prepared to partner with a nursing home or pharmacy for a mobile vaccination clinic.

If your team needs any support with any of the items discussed within this toolkit or with identifying a local nursing home or pharmacy, please reach out to immunizations@superiorhealthqa.org.