

# Flu Shot Voucher Program

## Frequently Asked Questions



### **What pharmacies/organizations participate in the voucher program?**

The TotalWellness voucher program pharmacy network includes all major pharmacy chains (Walgreens, CVS, Wal-Mart, Kroger, etc.) as well as nearly all independent pharmacies. 99.9% of pharmacies in the nation are included in the network.

### **Is there a list of participating locations that participants can access?**

Yes, the list can be accessed [here](#).

### **What are the hours of the clinics/pharmacies where vouchers can be redeemed?**

The hours will vary depending on the pharmacy. The pharmacies will be able to administer vaccinations when a pharmacist is on duty. A majority of pharmacies are open seven days a week.

### **Is there a way to prevent participation at certain pharmacy types- i.e. if a client does not want employees participating at Walmart locations?**

Yes, we can limit the pharmacy network to include or exclude certain pharmacies.

### **What are the start and end dates of the voucher?**

The start and end dates are customizable. For this year, we would recommend September 1, 2017 as the start date and February 28, 2018 for the end date. Program dates can be customized per client.

### **What is the set up timeline/implementation? How long does it take to get a client specific voucher once ordered?**

Voucher setup usually takes 2-3 weeks from the date of voucher order receipt. Generally, we receive the voucher order, letter approval, and eligibility file (if applicable) all during order submission.

### **Is there a minimum number of vouchers required to be redeemed per client?**

Yes, we required a minimum order of 10 vouchers per client.

### **Is there a setup fee?**

No, we do not charge a setup fee.

## **Is there a way to prepopulate the vouchers with participant names from an eligibility file?**

Yes, we offer multiple distribution methods. Depending on the selected method, we can populate vouchers with participant names. Our distribution methods are outlined below, and listed in order of popularity. There are additional fees for the bulk email and paper methods.

### **Static PDF**

- A voucher will be created with an area to fill in employee's name and employee's Unique ID.
- Voucher will be a PDF and participants can print and write their information in.
- Clients can post the PDF to an intranet site or email to participants
- No eligibility file is required for this method

### **Email - Bulk Email to Company Location(s)**

- Vouchers will be generated with a unique participant ID on each voucher.
- Vouchers will be emailed to each location.
- Location site contact will be instructed to
  - Print entire file
  - Provide 1 voucher to each interested individual
  - Do Not copy or reprint vouchers – each voucher has a unique number associated with it, and cannot be copied or reused

### **Email to Individuals**

\*This method is not recommended if client's unique ID is an SSN, or if the client has concerns about Personal Identifiable Information (First Name, Last Name, and Unique ID) being sent via unencrypted email. A random unique ID can be generated for this distribution method.

- An email will be sent to each individual including all necessary voucher information. The information will be listed in the body of the email.
- Participant's Name and Unique ID will be included in the email

### **Online – Participant Access**

- Allows an individual participant to access his/her voucher online.
- Individuals must enter in several fields to access their account.
  - First Name
  - Last Name
  - Date of Birth
  - Gender
  - Address (Street, City, State & Zip)
  - Email
  - Member ID
  - Group ID
  - Relationship to Member
- Individual will receive an email to the email address they entered with a password to access their account
- Individual can print a voucher from the online system and view participating pharmacies.
- An Eligibility File must be provided for this method.

**Online – Admin Access**

- Allows HR/Benefits administrators for a company to access the online system and retrieve vouchers for employees.
- HR/Benefits administrator may add individuals to the system, if they were not included on the original eligibility file.
- An Eligibility File must be provided and uploaded into the Extended Network online system.

**Paper – Bulk Ship to Company Locations**

- Vouchers will be printed with a unique participant ID on each voucher.
- Vouchers will be bulk shipped, via FedEx Ground, to each identified location.

**Paper – Mail to Individuals**

- Vouchers will be printed with participant's name, address, and unique ID on each voucher
- Vouchers will be mailed, via USPS mail, to each individual

**How does the pharmacy verify eligibility? Do they confirm employment (pay stub, work badge or company discount card) or just take everyone that shows up with a voucher?**

Language can be added to the voucher asking the pharmacy to verify employment (paycheck stub, work badge, company ID, etc.). However, due to the vast number of pharmacies included in the network we are unable to ensure that all pharmacies will abide by this recommendation. In the voucher letter we can also ask the pharmacies to verify the participant's name against a photo ID.

**What strains does the vaccine include?**

The trivalent vaccine for the 2017-18 northern hemisphere include:

- an A/Michigan/45/2015 (H1N1) pdm09-like virus;
- an A/Hong Kong/4801/2014 (H3N2)-like virus; and
- a B/Brisbane/60/2008-like virus.

Quadrivalent vaccines containing two influenza B viruses contain the above three viruses and a B/Phuket/3073/2013-like virus.

**What vaccine type does the flu voucher provide (i.e. preservative free, mist, intradermal, quadrivalent)?**

The flu voucher will cover trivalent and quadrivalent vaccinations (depending on what is available at pharmacy). Preservative free versus not preservative free vaccine availability will vary from pharmacy to pharmacy. The voucher does not cover intradermal, flu mist, high dose, or quadrivalent vaccinations.

**Are appointments recommended or required?**

Appointment recommendations vary from pharmacy to pharmacy. In general appointments are not required or recommended. Participants can simply walk-in to receive their flu shot.

**Is there a way to monitor how many vouchers are being redeemed per client? Administrator access?**

Yes, TotalWellness can provide monthly reports on voucher utilization per client. For clients utilizing the online option, we can provide administrative access for site contacts/corporate contacts to access participant vouchers and add individuals to be eligible.

**What is the frequency of billing invoices?**

We bill on a monthly basis. For example, October utilization will be billed in November.

**What information do you need to order set up the voucher program?**

We require the following information to setup a voucher program.

- Formal Client Name (To be printed on voucher)
- Program Start Date
- Program End Date
- Distribution Method
- Eligibility File or Spreadsheet of data (If applicable)