

# Workflow — Commercial Insurance Adjudication

## Improve Patient Access to Adult Vaccination

When adult patients are in your pharmacy for a prescription or a flu shot, assess their needs for other vaccines

- ✿ Ask for Pharmacy Benefit Insurance (PBM) card
- ✿ If claim can be adjudicated and patient accepts recommendation, proceed to vaccination
- ✿ Bill claim through PBM



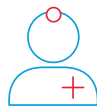
### Not able to adjudicate through PBM?

- ✿ Ask for Medical Insurance Card or verify medical insurance in pharmacy management system (find the appropriate medical insurance plan code such as IMM or IMMUNIZ in system, like Flu)
- ✿ If claim can be adjudicated and patient accepts recommendation, proceed to vaccination
- ✿ Bill claim through medical insurance



### Not able to adjudicate through medical insurance?

- ✿ Explain cost to patient. If patient decides not to get vaccine, refer patient back to Physician office
- ✿ Flag in the system for follow up



- ✿ Explain cost to patient. If patient decides to get vaccine, proceed to vaccination



This resource includes a suggested process that you may want to utilize for patients considering vaccination where the pharmacy has the capability to adjudicate the claim through a PBM or directly to the patient's medical insurer.

The use of the information presented here is not a guarantee of coverage or payment.

For some patients it may be possible to adjudicate claim through either PBM and/or medical insurance. Reimbursement amounts may differ depending on your contracted rates with the payer.