## 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.

