Vaccine Reimbursement Program

COMMONWEALTH MEDICINE
The public service consulting and operations division of the University of Massachusetts Medical School

July 2015
Who We Are

University of Massachusetts Medical School

Biomedical Research → Medical Education → Public Service

Commonwealth Medicine

Applied Knowledge in Public Service
Our Footprint – Massachusetts and Beyond

20 states

27 countries and territories in the Americas

28 locations
Core Competencies

Chancellor
UMass Medical School

Executive Vice Chancellor
Commonwealth Medicine

Health Care Operations and Administration
- Health & Criminal Justice Program
- Disability Evaluation Services
- Clinical Pharmacy Services
- Care Management
- Clinical and Administrative Call Centers
- Newborn Screening
- Utilization Management

Health Law and Economics
- Health Care System Reform
- Health Program Redesign
- Medicaid, SCHIP Expertise
- Policy Analysis
- Health Economics
- Payment Reform and Cost Containment
- Health Law Impact Analysis
- Health Law Reform and Compliance

Research, Evaluation and Training
- Data Analysis/Decision Support
- Policy Development
- Outcomes and Evaluation Research
- Medical Leadership/Clinical Expertise
- Workforce Development, Education and Training
- Medical Home Practice Redesign
- Shriver Center

Health Care Financing
- Vaccination Reimbursement
- Third Party Identification
- Program Integrity
- Federal Claiming
- Estate/Accident Recovery
- Medicare Appeals
- Coordination of Benefits
- State Supplement Plan Administration
- SNAP Claiming

Support Functions
Program Development/Project Management • Office of Massachusetts Client Relations • Compliance and Review • Human Resources • Marketing Analytics • Information Technology
Center for Health Care Financing

- The Center for Health Care Financing is one of Commonwealth Medicine’s *Centers of Distinction*
- Performs many services/functions normally required by federal and state agency programs
  - Reimbursement for local vaccination clinics
  - Federal, state and local revenue claiming
  - Third party liability/eligibility operations
  - Program integrity and compliance
  - Public hospital billing and accounts receivable management
- Close to $45B in savings and revenue generation over the life of the 18-year partnership with the Massachusetts Executive Office of Health and Human Services
Our Vaccine Program Expansion

- **2009**: Billing established for the administration cost of H1N1 vaccines administered in public clinics.
- **2010**: Health plans agree to cover the administration of the seasonal influenza vaccine.
- **2011**: Negotiated with Health plans to begin reimbursing for the cost of privately purchased vaccine.
- **2012**: Massachusetts Medicaid agrees to cover the cost and administration of the influenza vaccine.
- **2013**: Addition of ACIP recommended Adult Vaccine billing & Medicare Part B billing services.
- **2014**: Expanded program to the state of Maine.
How We Can Help

• We alleviate the financial strain on health departments with limited resources by providing technical assistance

• We assist health departments who are responsible for conducting clinics identify a reimbursement mechanism

• We offer flexible services that are tailored to each health department’s needs
What Sets Us Apart

The Vaccine Reimbursement Program is not a software solution – we are a billing service that removes the administrative burdens

- We offer comprehensive claiming services throughout the entire life cycle of the claim including resubmission and re-adjudication whenever necessary
- Providers are not charged on volume but are charged only per paid claim
- We conduct all health plan contract negotiations including adding additional billing services as requested
## 2014-2015 Revenue

### 2014-2015 Flu Season

#### Massachusetts

<table>
<thead>
<tr>
<th>Contracted Providers:</th>
<th>177</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Claims Submitted:</td>
<td>70,500</td>
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<tr>
<td>Revenue Generated:</td>
<td>$1,600,000</td>
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#### Maine School Clinics

<table>
<thead>
<tr>
<th>Contracted Providers:</th>
<th>24</th>
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<tbody>
<tr>
<td>Number of Claims Submitted:</td>
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<tr>
<td>Revenue Generated:</td>
<td>$129,000</td>
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Streamlining the Claims Process

Common Barriers to Vaccine Billing:

• Contracting with health plans
• Determining correct payer of claims
• Time & resources for checking eligibility and data entry of claims
• Time & resources following up and resubmitting denied claims
• Enrolling in Medicare and submitting Medicare claims
• Learning procedure codes for vaccine billing

Our Services Include:

• One contract with UMass
  – We contract with all the major health plans
• Submission of claims to primary health plans
• Eligibility determination by patient
• Timely data entry and submission of claims
• Follow up and resubmission of any claims that need re-adjudication
• Step-by-step guidance for enrolling or revalidating with Medicare
• Electronic Medicare billing
• Constant access to customer service via our hotline or email address
Billing Process

Public Clinics  --> Commonwealth Medicine  <-- Health Plans

Submit Insurance Form (within 30 days)

Commonwealth Medicine

Submit claim after data entry (up to 180 days)

Distributes payments

Send payment explanation (up to 180 days)
Payer Types and Covered Services

We are prepared to expand these services based on Colorado public health needs.

**Commercial**
- Administration of the influenza vaccine ages 6 months +
- Cost of privately purchased influenza vaccine ages 18+
- Cost & administration of the pneumococcal vaccine to Medicare Advantage members
- Cost & administration of ACIP recommended vaccines ages 18+

**Medicare Part B**
- Administration of the influenza & pneumococcal vaccines
- Cost of privately purchased influenza & pneumococcal vaccines
Program Training and Technical Assistance

• We conduct online and onsite trainings to highlight common insurance form mistakes and errors that affect reimbursement.

• We offer Medicare Enrollment assistance for Medicare applications and revalidations.

• We provide customer service through our dedicated phone line and vaccine email address.
Vaccine Reimbursement Program

Contact Information:

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