Retail Flu Vaccine Provider FAQ

1. How do we pay for our flu shot?

Contracted flu shot providers accept our health coverage. Retail providers bill us through the medical claims system. Providers may collect member copays at the time of service. Members should read their plan documents to find their personal coverage. If you have questions, you can contact Member Services in two ways:

- Online
 - Send a secure e-mail message at any time from our secure member website at <u>http://www.aetna.com</u>
 - On your home page, select "Contact Us"
- By phone
 - Call the toll-free Member Services number on your member ID card

2. Why must members show their Aetna ID card at the time of service?

The flu shot provider needs information located on the ID card to submit a claim. If information is missing or wrong, the flu shot provider must contact the member or bill the member directly for the balance.

3. Are flu shots fully covered?

Most of our plans cover preventive care services without cost from our network providers. Check your plan documents or call the Member Services number on your ID card to confirm your coverage.

4. Are California HMO members covered if they get the flu shot at our in-network flu shot provider?

California HMO members must go to their primary care doctor to get the flu shot. If you don't, the claim won't be covered. California PPO and Medicare Advantage HMO members can get the flu shot from any of our contracted innetwork providers.

5. What if our in-network retail flu shot provider asks for payment in full and up front?

Please contact Member Services if the flu shot provider asks for full payment for the shot.

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Aetna Medicare is a PDP, HMO, PPO plan with a Medicare contract. Enrollment in Aetna Medicare depends on contract renewal. Plans are offered by Aetna Health Inc., Aetna Health of California Inc., and/or Aetna Life Insurance Company (Aetna). Not all health services are covered. See Evidence of Coverage for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location. The benefit information provided is a brief summary, not a complete description of benefits. For more information, contact the plan. Limitations, copayments, and restrictions may apply. Benefits, formulary, pharmacy network, provider network, premium and/or co-payments/co-insurance may change on January 1 of each year. Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies. The Aetna companies that offer, underwrite or administer benefits coverage include Aetna Health Inc., Aetna Health of California Inc., and or Aetna Life Insurance Company. Aetna Pharmacy Management refers to an internal business unit of Aetna Health Management, LLC.



Where to get your flu shot

You can get your flu shot from your doctor or one of our contracted flu shot providers.*

You can also log in to your secure member website at **http://www.aetna.com** to locate a provider.

- Click on "Find a Doctor, Dentist or Facility."
- Search for "Find a Flu Shot/Vaccine Provider."

These providers accept our coverage. Just show your ID card.

For more information, call the number on your ID card with any questions.

For information about flu prevention, visit the Centers for Disease Control and Prevention (CDC) website at **http://www.cdc.gov/flu/**.

Retail locations

| Provider | Find a location |
|--|---|
| Albertsons Pharmacies (includes Albertsons, Acme, Jewel-Osco, Shaws Osco, Albertsons Osco, Albertsons Savon) | Albertsons — CO, LA, TX http://www.albertsons.com/pharmacy |
| | Acme Savon — PA, NJ, DE, MD http://www.acmesavonpharmacies.com |
| | Jewel-Osco — IL, IN, IA http://www.jeweloscopharmacies.com |
| | Shaws Osco — MA, NH, ME, RI, VT http://www.shawsoscopharmacies.com |
| | Albertsons Osco — AZ, MT, WY http://www.albertsonsoscopharmacies.com |
| | Albertsons Savon — CA, NV, TX, NM, FL, LA, WA, OR, ID, UT, CO, AR http://www.albertsonssavonpharmacies.com |
| Carvajal Pharmacy (TX only) | http://www.carvajalpharmacy.com; 1-800-935-2176 |
| CVS | https://flushot.cvs.com; 1-888-607-4287 |
| Hannaford Supermarket and Pharmacy (includes Delhaize Pharmacies) | http://www.hannaford.com |
| Harveys Supermarkets | http://www.harveys-supermarkets.com/healthwellness/flushot |
| HEB Grocery | http://www.heb.com |
| Kmart Pharmacies | https://pharmacy.kmart.com/shc/PharmacyFinder.do |
| Marc's Pharmacies (OH and CT only) | http://www.marcs.com/Pharmacy.aspx |
| Meijer Pharmacies | http://www.meijer.com/pharmacy |
| QuickChek Pharmacies (NJ) | http://www.quick-chek.com/find_us.asp |

Retail locations

| Provider | Find a location |
|--|---|
| Publix Supermarkets | http://store.publix.com/publix/ |
| Rite Aid Pharmacies | http://www.riteaid.com; 1-800-748-3243 |
| Safeway — Carrs (AK), Vons Dominick's (Chicago) | (Southern CA), Pavilions (Southern CA), Randalls (TX), Tom Thumb (TX), http://www.safeway.com/flu; 1-877-723-3929 |
| ShopRite/Wakefern | http://www.shoprite.com |
| SUPERVALU (Osco, Savon, CUB, Shop'n Save, Farm Fresh and Shoppers) http://www.supervalupharmacies.com; 1-800-783-0458 | |
| Target Pharmacies | http://www.target.com/pharmacy/main |
| Walgreens Pharmacies | http://www.walgreens.com/storelocator/find.jsp; 1-800-925-4733 |

Walk-in clinics/urgent care centers

| Provider | Find a location |
|----------------------------|---|
| The Little Clinic, LLC | http://www.thelittleclinic.com |
| MinuteClinic, Inc. | http://www.minuteclinic.com; 1-866-389-ASAP (2727) |
| RediClinic | http://www.rediclinic.com |
| Healthcare Clinics (locate | ed within some Walgreens stores) http://www.walgreens.com/topic/pharmacy/healthcare-clinic.jsp 1-855-925-4733 |
| | ociates Maryland, LLC dba Target Clinic (Clinics are currently located in Florida, ota, North Carolina and Virginia.) http://www.target.com/store-locator/find-clinic |

*California health maintenance organization (HMO) members must go to their primary care doctor to get the flu vaccine. Claims for the flu vaccine given by anyone other than their primary care doctor will be denied. California preferred provider organization (PPO) and Medicare Advantage HMO members can get their flu vaccine from any Aetna in-network provider contracted for these services including the providers listed above.

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