Ok this is the final document and all my questions were answered. You need to read from the bottom to the top to get the full meaning of what Kenya is saying.

Basic

1. If you don’t have Medicare just use your Cigna card to get any of the immunizations you need which are on the Cigna list previously sent.

2. If you do have Medicare Part B then present that card first, if the provider says Medicare B does not cover the immunization [such as shingles shot], then and only then present the Cigna card for the wellness benefit.

If anyone is confused about this contact either Francis Bradley or myself and we will attempt to clarify to the best of our ability.

From: Holmes, Kenya
Sent: Friday, October 05, 2012 6:58 PM
To: Mike
Cc: Marilyn.Pickens; Pearl.Gibson
Subject: RE: City of Memphis - immunizations

Mike - You've asked some valid questions and I appreciate your patience with this.

If a retiree has Medicare Part B, they must use their Medicare benefits first when getting wellness immunizations. (This applies to all places of service, i.e. retail pharmacy, convenience care clinic, doctor’s office)
Only if the immunization is not covered by Medicare Part B, will the retiree use their Cigna benefits. Example: Shingles vaccination

Retirees with Medicare Part B will avoid the Catch 22 situation by always showing their Medicare card before their Cigna card. The provider should be able to tell them if the immunization is covered by Medicare.

If a retiree does not have Medicare Part B, they are to use their Cigna benefits. (This applies to all places of service, i.e. retail pharmacy, convenience care clinic, doctor’s office).

The flyer I provided with retail pharmacies that can do the flu shot is geared to Non-Medicare retirees.
I guess what I am really asking is this.

If Retirees are on Medicare, but want to take advantage of the immunizations offered under the Cigna Plan

1. Would they have to show their Medicare Card - Cigna Claims has said Yes, if the immunization is covered by Medicare Part B and the retail pharmacy can submit the claim to Medicare, the retiree needs to used their Medicare Part B card. If the immunization or service is not covered by Medicare Part B, Cigna will pick up as secondary.

2. Could they only show their Cigna card and get the wellness immunization, or would this throw them into getting a letter from Cigna that your company had to see the Medicare Statement first before they would pay anything. Cigna claims said that if the immunization is covered by Medicare Part B this would cause the claim to pend because Cigna’s records would show that the retiree has Medicare Part B, therefore if a retiree with Medicare Part B wants an immunization they will need to use their Medicare benefits first.

This is a Catch 22 situation. If I show only my Cigna card will Cigna pay the bill for the shot or will a procedural nightmare start.

Mike -

I believe that the Cigna claims specialist who initially provided an answer gave the response she did because there are so many caveats to the coverage of immunizations by Medicare. Here is the detailed response:

There are some retail pharmacies (not all) that have the ability to bill Medicare Part B. I have asked for a list of these pharmacy from our senior segment department and have been told Medicare does not publish a list. This is for the flu shot only. Medicare Part B does not cover shingles; the shingles vaccine is covered under Medicare Part D only.
You would be putting a lot on a retiree by having them 1) find a pharmacy that will accept Medicare Part B and 2) make sure they know which immunizations are covered under Medicare Part B.

I called and found out that Kroger Pharmacy and Target Pharmacy do have the ability to bill Medicare Part B for flu shots. The Little Clinic (in Kroger), The Take Care Clinic (WalGreens), The Shot Nurse (Newly contracted with Cigna as of 09/26/12) can all provide flu shots and other immunizations which they will submit to Cigna. I have attached a full listing of the Cigna-contracted Convenience Care Clinics and the services they provide.

I hope this helps, please let me know if you have any more questions.

Kenya Holmes
Cigna - Memphis

---

From: Holmes, Kenya
Sent: Friday, October 05, 2012 12:47 PM
To: Mike Lee
Cc: Pearl Gibson; Matthew Tomek; RWMcCulley; Clyde Keenan; Dan Melancon; Don Lewis; Donny Walden; Francis Bradley; Jim Nichols; Richard McBryde; Tim Cook
Subject: Re: City of Memphis - immunizations

You are correct, but remember, the little clinic is a medical contract provider clinic, not a retail pharmacy.

---

From: Mike Lee
Sent: Friday, October 05, 2012 11:43 AM
To: Holmes, Kenya 549
Cc: Pearl Gibson; Matthew Tomek; 'Bob McCulley; Clyde Keenan; Dan Melancon; 'Don Lewis; 'Donny Walden; Francis Bradley; Jim Nichols; Mike Lee; Richard McBryde; Tim Cook
Subject: RE: City of Memphis - immunizations

Thank you, but that is not correct in all cases. Monday Oct 1, 2012 my wife and I went to the Little Clinic in the Kroger Store at 7615 Highway 70 Bartlett, Tn 38133 phone 901-969-1773. I told the Nurse of Cigna’s Wellness shots, but she insisted that she just needed our Medicare Cards and would not take the Cigna cards.

So your Claim department may not be correct in all cases. But I am putting this out to the Membership for their information especially the Non Medicare Retirees. And I thank you for taking the time with the question. Mike Lee 826-5040
Good Morning -

I have had several inquiries with regard to coverage of flu shots when a retiree has Medicare primary and Cigna secondary. Per Cigna Claims, a retail pharmacy will not submit a claim to Medicare. Medicare does cover flu shots, but if the retiree uses a pharmacy they would have to pay for the flu shot upfront and then submit the claim to Medicare for reimbursement. Retirees with Medicare should use only their Cigna ID card when getting immunizations at a retail pharmacy and use their Medicare card when getting the flu shot at a physician's office.

Thank you,
Kenya Holmes
Cigna - Memphis

I have had a few retirees call to see if the following immunizations are covered: Pneumonia, Flu, Shingles (Zoster) and Pertussis (Whooping Cough). These are all covered under the immunization benefit with the City of Memphis. I have attached Cigna’s Quick Reference Guide on Preventive Health Coverage. These are only recommendations, this is not to say that someone who is 65 can not get the Pertussis (Whooping Cough) immunization because the guidelines say ages 11 - 64. If their provider recommends the immunization, it should be covered. If someone runs into an issue, please contact me.

I’ve also included a list of the pharmacy providers (nationally) that can administer and submit a claim to Cigna for the flu shot and other immunizations. It is very important that the member call ahead to make sure the vaccination they want is currently in-stock at the pharmacy.


Thank you,
Kenya Holmes - Sr. Client Engagement Manager - Cigna
3400 Players Club Pkwy., Suite 140 Memphis, TN 38125
City of Memphis Retiree Line: 901.748.4143
Facsimile - 901.748.4147