



COVID-19 vaccine frequently asked questions: For providers

General vaccine distribution and administration

Q. How can I learn the latest about COVID-19 vaccines and their availability?

A. OHA is holding virtual office hours to answer any provider questions. You can email vfc.help@dhs.ohs.state.or.us for login information. Office hours will be held 12-1 p.m. every other Monday (except holidays).

Q. How do I enroll to be a vaccine provider?

A. OHA is starting to enroll providers to administer the COVID-19 vaccine. You can enroll online at immalert.oha.oregon.gov. Check OHA's [COVID Healthcare Partner webpage](#) for updates.

Q. Where can I find training on proper administration of the COVID-19 vaccine?

A. The CDC has issued a document titled "COVID-19 Vaccination Training Programs and Reference Materials for Healthcare Professionals," which you can access [here](#). They also offer an online training module, which is found [here](#).

Q. How do we manage our first shipment of the COVID-19 vaccine?

A. OHA has created a list of questions and answers about the delivery and storage of vaccines. [Click here](#) to access the document.

Q. What information source is CareOregon relying on to manage its response to the COVID-19 vaccine?

A. We are following OHA and CDC recommendations and guidelines.

Q. What information is CareOregon giving its members about the COVID-19 vaccine?

A. We are telling members that the vaccine will be fully covered by CareOregon. We are also encouraging them to talk to their provider if they have questions about when they will receive the vaccine. The latest member-facing information about the COVID-19 vaccine can be found at careoregon.org/coronavirus

OHA's public-facing COVID-19 information is found at covidvaccine.oregon.gov. There are multiple ways to make an appointment to receive a COVID-19 vaccine, and many locations are offering walk-in (or drive-through) vaccines without an appointment:

- a. [Click here](#) to visit the OHA's vaccine locator.
- b. Visit vaccines.gov.
- c. Contact your local retail pharmacy:
 - i. [Albertson's](#)
 - ii. [Bi-Mart](#)
 - iii. [Costco](#)
 - iv. [CVS](#)
 - v. [Fred Meyer](#)
 - vi. [Health Mart](#)
 - vii. [Rite-Aid](#)
 - viii. [Safeway](#)
 - ix. [Walgreens](#)
 - x. [Walmart](#)

Members can also find information specific to their county at the following websites:

- [Clackamas County](#)
- [Clatsop County](#)
- [Columbia County](#)
- [Jackson County](#)
- [Multnomah County](#)
- [Tillamook County](#)
- Washington County: [English](#) | [Spanish](#)

Q. What information is CareOregon giving its members about the costs of the COVID-19 vaccine?

A. We are telling CareOregon members that the vaccine is covered at no cost to them.

Q. Where can I find more information on the COVID-19 vaccine?

A. Here are some helpful links:

- [OHA: COVID healthcare partner webpage](#)
- [CDC: Benefits of getting a COVID-19 vaccine](#)
- [CDC: Understanding how COVID-19 vaccines work](#)
- [CDC: Facts about COVID-19 vaccines](#)
- [FDA review of the Pfizer COVID-19 vaccine](#)
- [CMS COVID-19 billing toolkit for providers](#)
- Janssen: Required fact sheet for Johnson & Johnson vaccine recipients and caregivers: [English](#) | [Spanish](#)

Q. What is the current situation with NEMT services?

A. The surge of the COVID-19 Delta variant has created an influx of COVID patients in hospitals. This may start to impact NEMT availability as well. We are closely reviewing the situation and proactively working with our partners on alternative options as needed. Our NEMT partners will continue to prioritize members with critical, life-sustaining needs and rides for members who are at highest risk. We are also:

- Monitoring capacity.
- Assessing needs for backup call centers.
- Screening members to make sure they are offered the appropriate services.

You can help by:

- Understanding that it may be difficult for us to respond to last-minute requests or patients who need a higher level of service.
- Scheduling members for appointments well in advance, so they can contact their NEMT provider and the provider can plan better for needed capacity.
- Communicating with patients about postponed or canceled appointments, clinic closures and so on.
- Reminding patients to cancel any transportation requests when appointments have been canceled.
- Supplying NEMT partners with all requested documentation when moving members to a higher level of transportation (i.e., vehicle-provided rides).

CareOregon COVID-19 vaccine reimbursement

Q. Will CareOregon cover all costs related to vaccinating patients?

A. At this time, COVID-19 vaccine serum is being provided free of charge by the federal government. Therefore, providers only need to submit claims for vaccine administration using product-specific codes for each vaccine approved.

- **Medicare beneficiaries:** Payment for COVID-19 vaccine administration will be made through the original fee-for-service (FFS) Medicare program. Send claims to FFS Medicare through your MAC for all patients enrolled in Medicare Advantage.
- **Medicaid beneficiaries:** If you are a contracted provider with CareOregon, please bill the CCO. If you are not contracted, please submit claims to DMAP FFS.

Q. Is CareOregon ready to accept claims for COVID-19 vaccine and administration?

A. We can accept and process COVID-19 vaccine administration on HCFA 1500 and UB04. If, for some reason, a past claim was denied and has not been retro adjudicated correctly, please follow up with Provider Customer Service at 800-224-4840, option 3.

Q. For the administration billing, do you require a \$0 charge to also be billed for the vaccine, or simply the administrative charge?

A. At this time, we are following the OHA process and only requiring the administration code on claims.

Q. Have you established rates of payment for new administration codes?

A. Our intent is to adopt the [COVID administration rates published by OHA](#) for all provider types based on date of service the vaccine was administered. We are currently working on updating our claims system to operationalize these rates for all our contracts types. ***Professional claims are ready to be processed, but we are still working on institutional claim billing and hope to have those settings updated soon.***

Q. For professional claims billed on HCFA 1500s, will the vaccine administration payment rates adjust based on the Geographic Practice Cost Index (GPCI)?

A. No. We have received instruction and clarification from OHA that the GPCI is excluded from these rates. OHA is working on updating their resources to clarify this for providers.

Q. We have different provider types administering vaccines. Do you foresee any issues with these claims?

A. To expedite processing, submission of claims with currently credentialed providers is our preference; even listing a credentialed supervising clinician on all vaccine administration claims is acceptable. However, in recognition of OHA's clarity that credentialing requirements have been waived for vaccine administration, we can process uncredentialed provider claims. But this will slow adjudication as it will take time to build the provider profiles.

Q. Will claims for vaccine administration be included in normal services, or will you establish a separate claim form?

A. We have not established a separate claim form. Please continue to use the HCFA 1500 for professional claims and UB04 for institutional claims.

Q. Are we required to include a CR or DR modifier when submitting a claim for vaccine administration?

A. The CR or DR modifier should be used if the service you are providing is related to the prevention,

identification, assessment or treatment of COVID-19 exposure (provider or member). These modifiers should be added after any other modifiers the clinic would have submitted on claims prior to COVID-19.

Q. For Institutional claims, should a DR condition code be reported for vaccine claims?

A. Yes. Providers should submit a DR modifier for any visit related to COVID prevention, identification, diagnosis and treatment. If all services are disaster-related, use DR condition codes to indicate that the entire claim is disaster-related. The CR modifier should be used to designate any service line item on a claim that is disaster-related.

Q. Will the COVID-19 modifiers affect claim processing or payment?

A. No. The use of these modifiers will not affect claim payment and processing if the appropriate codes, modifiers and POS are used.