

– IMPORTANT UPDATE – UnitedHealthcare Community Plan of New York COVID-19 Vaccine Counseling Coverage

Effective: 12/1/21

Claim Processing Information Medicaid	
Name of Processor	OptumRx
Bank Identification Number (BIN)	610494
Processor Control Number (PCN)	4800
Submitted Group (Group)	ACUNY

To help reduce processing errors, please confirm the information on the member's health plan ID card before submitting a claim. If you have questions about the rejection, please call the OptumRx Pharmacy Help Desk at 877-305-8952, 24 hours a day, seven days a week.

UnitedHealthcare Community Plan provides reimbursement for Coronavirus Disease 2019 (COVID-19) vaccination counseling to unvaccinated Medicaid members to encourage the administration of the COVID-19 vaccine.

Coverage Criteria:

Providers may bill for COVID-19 vaccine counseling provided to Medicaid members:

- As a stand-alone service when all the criteria specified in this guidance are met and documented.
- Whether or not a COVID-19 vaccine is administered during the encounter.
- For up to four counseling visits per vaccine dose recommended by the Centers for Disease Control and Prevention (CDC), when the member has not received and does not have an appointment to receive, the recommended dose, up to a total of 12 visits per member per year.

Additional information regarding COVID-19 vaccines recommended by the CDC can be found on the CDC "Types of Vaccines Available" web page at: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/different-vaccines.html>. Qualified providers may provide up to four pre-decisional counseling visits for each dose recommended by the CDC, including booster doses, up to a total of twelve visits per year. Members receiving counseling on an initial dose or subsequent dose, including boosters, must not have already received the dose and must not already have an appointment to receive the dose.

The NYS Medicaid program is designed to provide payment for medical care and services only after all other resources available for payment have been reviewed and used. If a Medicaid member has third-party insurance coverage, the benefits of those coverages must fully be used before billing the NYS Medicaid program. Providers should always ask Medicaid members if they have other or third-party coverage to ensure the proper coordination of benefits. Providers who already receive payments from another source for COVID-19 vaccination counseling (e.g., the New York City COVID-19 Vaccine and Counseling outreach program) are not eligible for reimbursement from Medicaid. Medicaid is the payor of the last resort; federal regulations require that all other available resources be used before Medicaid considers payment.

Please distribute immediately.

For questions regarding communications, contact the Pharmacy Provider Communications team:

pharmacyprovidercommunications@optum.com

The COVID-19 vaccine counseling session must be documented in the medical or pharmacy record and must include the following:

- Confirming that the patient is not currently “up-to-date” with COVID-19 vaccine dosing, as recommended by the CDC per the CDC “Stay Up to Date with Your Vaccines” web page: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/stay-up-to-date.html>;
 - Confirming vaccination status in the New York State Immunization Information System (NYSIIS), whenever possible*;
 - Confirming the patient does not already have an appointment scheduled to receive an initial/first dose;
 - Confirming patient consent of the parent, guardian or caregiver (if appropriate) to receive the counseling;
 - The reasons expressed by the patient, parent, or caregiver for vaccine hesitancy;
 - Strongly recommending the COVID-19 vaccination (unless medically contraindicated, in which case the counseling session is not billable);
 - Counseling the patient, along with their parent, guardian, or caregiver (if appropriate) on the safety and effectiveness of COVID-19 vaccines;
 - Answering any questions that the patient or parent, guardian, or caregiver has regarding COVID-19 vaccination;
 - Counseling the patient, along with their parent, guardian, or caregiver (if appropriate) for a minimum of eight minutes; and
 - Arranging for vaccination or providing information on how the patient can get vaccinated for COVID-19.
- *If there is a pharmacy software limitation, a pharmacist can provide an attestation that the above actions have been met: “Meets NYS Department of Health (DOH) Counseling Criteria for COVID Vaccination”.

Pharmacists

A pharmacist providing COVID-19 vaccination counseling should bill using the National Council for Prescription Drug Programs (NCPDP) D.0 claim format as outlined below.

NCPDP D.0 Claim Segment Field	Value
436-E1 (Product/Service ID Qualifier)	Enter the value of "09" [Healthcare Common Procedure Coding System (HCPCS)], which qualifies the code submitted in field 407- D7 (Product/Service ID) as a procedure code*
407-D7 (Product/Service ID)	Enter “99429”
Pharmacy Provider Segment Field	Value
444-E9 (Pharmacist ID)	Enter Pharmacist National Provider Identifier (NPI) number
Prescriber Segment Field	Value
411-DB (Prescriber ID)	Please leave field blank

COVID-19 Vaccine Counseling Provided via Audio-Only (Telephonic) Telehealth

Pharmacists may provide audio-only (telephonic) telehealth counseling and must document the counseling in the pharmacy record with the claim that is submitted for CPT code “99429”.

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