Working with Public Health Providers: Improving Vaccine Reimbursement

Keys to a Successful Billing Program

- Understand benefit design (who covers what)
- Confirm patient eligibility prior to the delivery of service
- Submit clean claims electronically (no roster or paper claim billing)
- Submit claims timely
- Collect patient financial responsibility (copays and deductibles) at the point of service
- Accurate coding

Challenges for Public Health Providers

- Many do not have billing or coding experience
- Billing systems are expensive
- Medical billing systems cannot process claims for vaccines covered by Medicare Part D
- Contracting with third party payers and maintaining Medicare certification is complex and time consuming
- Keeping up with benefit design, billing and coding regulatory changes is difficult

Contact Information

poc network technologies
bridging the gap

Andrea Seratte
623-434-4628
aseratte@pocnettech.com

Provider Network and Technology Solutions

Medicare Part D

① Enroll in Part D Network
② Use the TransactRx web portal to check eligibility, view patient copays, view provider reimbursement and submit pharmacy claims
③ No payer contracting required
④ Payments from PBMs are processed through TransactRx and remitted to providers with standardized EOPs
⑤ No cost to the provider (Free!)

Medicare Part B, Medicaid, Commercial

① Enroll in National Immunization Network
② Use the TransactRx web portal to check eligibility, view patient copays, view provider reimbursement
③ No roster billing or CMS 855's to complete
④ Payer contracting support provided
⑤ Very low transaction fees

TransactRx

- ☐ Real time eligibility
  - ☐ Real time benefit inquiry
    - ☐ Patient $ Responsibility
      - ☐ Provider $ Reimbursement
        - ☐ Real time Pharmacy claims
        - ☐ Batch Medical claims
        - ☐ EFT or Check payments

Case Study: Medicare Part B

Prior to moving to TransactRx
- Provider was roster billing
- 10 to 20% of claims rejected/denied
- Provider was 4+ months behind in billing

After enrolling with TransactRx Part B program
- All past claims were billed and collected
- AR days fell from 6+ months to less than 30 days
- Zero eligibility denials
- Reduced staff billing time

Case Study: Medicare Part D

Prior to moving to TransactRx
- 400+ public and community health providers had no access to pharmacy billing software
- Patients options
  - Paid 100% out of pocket and submitted for reimbursement
  - Did not receive the vaccine
  - Paid $0 and the clinic lost revenue

After enrolling with TransactRx
- Patient eligibility is confirmed prior to service
- Claims are submitted electronically
- No payer contracting or paperwork is required
- Vaccine utilization continues to increase
- Patients with contracted Part D plans
  - Pay copay/deductible at the time of service
  - Have no reimbursement paperwork to complete