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**Questions and answers from the live webinar on Thursday, May 11, 2023**

Q: When billing for VFC, only the admin fee is reimbursable, but if the admin billing code is not reimbursable, how do we bill for that?

A: For VFC vaccines, ForwardHealth only reimburses the administration fee. You will bill the vaccine code, which can be found in Online Handbook Topic # 2408: [here.](https://www.forwardhealth.wi.gov/WIPortal/Subsystem/KW/Print.aspx?ia=1&p=1&sa=24&s=2&c=10&nt=Procedure+Codes)

Procedure codes for vaccines available through the VFC Program are subject to change. Providers should refer to the [VFC website](https://www.dhs.wisconsin.gov/immunization/vfc.htm) for a complete list of vaccines available through the VFC Program.

Provider’s can also visit the Interactive Max Fee on FowardHealth Portal for reimbursement information.

Q: Our agency is a VFC only vaccine provider and plans to bill MA for the administration fee.  Once we establish these fees and billing, are we required to bill an admin fee for all VFC vaccines. DHS provides us with vaccine for our school located influenza clinics and not all the children who participate are VFC eligible, is it ok if we don't bill for the admin fee to the private insurance. We do not have this type of billing established.

A: For routine vaccination as part of the VFC program, we encourage LHD to have processes in place to bill Medicaid for the administration fee if they are able.

However, during a school located mass vaccination clinic (SLMV), you do not need to bill for administration fees for individuals whom you vaccinate. Local health departments may choose to bill Medicaid and/or private insurance for the administration fee, as long as there is no cost to the student or their family.  Of note, no student, or their family, regardless of their insurance status, should receive a bill for being vaccinated at a SLMV clinic.

We strongly encourage all health departments to not charge an administration fee at any mass immunization campaign.

Q: We bill Medicaid insurance companies (Medicaid HMO’s) for vaccines but have encountered claims being denied for various reasons.  Some state that we are not a covered provider, claim lacks information, etc.  The members are looked up in forward health before billing to verify they are current.

A: ForwardHealth doesn’t have Provider’s HMO enrollment status, so it is hard for us to provide guidance on enrollment-based denials (not being a covered provider/out-of-network.) In those circumstances, you need to reach out to the HMO and work through the denial reasons. HMOs have Network/Provider Relations teams that you can reach out to. [Here](https://www.forwardhealth.wi.gov/WIPortal/Subsystem/ManagedCare/HMOProviders.aspx) is a link to the HMO contact information. Click “Resources and Help” and then scroll down for a list of contact numbers. Whenever you have a disagreement with an HMO over a claim, you have the right to appeal their decision. First, you appeal through the HMO. If you still disagree with their resolution of that appeal, you can request that ForwardHealth review the appeal. Online Handbook Topics [384](https://www.forwardhealth.wi.gov/WIPortal/Subsystem/KW/Print.aspx?ia=1&p=1&sa=24&s=9&c=54&nt=Appeals+to+BadgerCare+Plus+HMOs+and+Medicaid+SSI+HMOs), [385](https://www.forwardhealth.wi.gov/WIPortal/Subsystem/KW/Print.aspx?ia=1&p=1&sa=24&s=9&c=54&nt=Appeals+to+ForwardHealth), and [389](https://www.forwardhealth.wi.gov/WIPortal/Subsystem/KW/Print.aspx?ia=1&p=1&sa=24&s=9&c=54&nt=Provider+Appeals) all discuss this process. You can reach out to your Professional Relations Field Representative and discuss specific claims if you aren’t sure if it was denied appropriately. Remember that Field Reps cannot see HMO claims, so they are only able to help determine if ForwardHealth policy is being followed.

Q: Heidi mentioned billing for the admin fee - there is no admin code for Medicaid/FH immunizations - the reimbursement is included in the vaccine CPT code.   When billing commercial plans, you would list two codes.

A: ForwardHealth groups the vaccine and the administration fee together under the vaccine coding. For example, if vaccine “A” had code 12345, and a private sector cost per dose of $10, the reimbursement for vaccine “A” will have set reimbursement amounts for each member. The reimbursement for an adult seen through a medical clinic would be the cost of vaccine “A” of $10, plus the $15 administration fee, which means that code 12345 would have a reimbursement of $25. For a member who is 12 years of age, for which the vaccine is purchased through the VFC program, the code 12345 would only reimburse the administration fee of $15, for a total reimbursement of $15.

The codes applicable to the office visit would also be allowed for billing.

Link to Interactive Max Fee on FowardHealth Portal.

Q: Can you clarify if the vaccine serum code, along with the admin code, is supposed to be billed on the claim for COVID vaccines? Anthem Medicaid is requiring it, while Medicaid does not. Can an HMO have their own requirements separate from Medicaid? (Note: Update 2021-01 says that Providers are required to bill both serum code and admin code but Update 2021-09says they may bill for serum when they get the vaccine for free.)

A: ForwardHealth Update [2021-09](https://www.forwardhealth.wi.gov/kw/pdf/2021-09.pdf) says, “This Update clarifies the claims submission policy for COVID-19 vaccine administration announced in Update 2021-01, which states that providers are required to submit claims for the COVID-19 vaccine with procedure codes for both the vaccine product as well as for the vaccine administration. This Update clarifies that providers who received the COVID-19 vaccine at no cost may, but are not required to, include a procedure code for the vaccine product on submitted claims. If providers choose to submit a claim with a procedure code for the vaccine product, they may indicate a $0.00 charge for the procedure code.”

The Department is working with HMOs on alignment of policies on this topic. If any Providers experience similar issues, please work with the HMO by reaching out to their Network Relations Representatives, filing an appeal, and if necessary, escalate to ForwardHealth.

Q: I arrived at this meeting late.  Where can I find the recorded version of this webinar?

A: The recorded version of this training is published [here](https://www.forwardhealth.wi.gov/WIPortal/cms/public/trainings/home). You should check the Trainings page for new trainings every so often, as we post new trainings regularly.

Q: Can a nurse-only run clinic bill 99211 for a client that has never seen a physician at the clinic? My understanding is this code is for an established patient that has previously seen a physician at the clinic.

A: CPT 99211 is for an Evaluation and Management code for and established patient and would not be appropriate to report for a new patient. Providers are encouraged to review the decision tree for new versus established patients in the E/M Services Guidelines section of the Current Procedural Terminology (CPT) book.

**Clickable links from training:**

**Online Handbook Topics from Training**

* [**Topic # 503, “Immunizations”**](https://www.forwardhealth.wi.gov/WIPortal/Subsystem/KW/Print.aspx?ia=1&p=1&sa=24&s=2&c=61&nt=Immunizations)
* [**Topic # 3545, “Vaccines For Children Program”**](https://www.forwardhealth.wi.gov/WIPortal/Subsystem/KW/Print.aspx?ia=1&p=1&sa=24&s=2&c=61&nt=Vaccines+for+Children+Program)
* [**Topic # 12457, “Vaccines”**](https://www.forwardhealth.wi.gov/WIPortal/Subsystem/KW/Print.aspx?ia=1&p=1&sa=48&s=2&c=61&nt=Vaccines)
* [**Topic # 2408, “Procedure Codes”**](https://www.forwardhealth.wi.gov/WIPortal/Subsystem/KW/Print.aspx?ia=1&p=1&sa=24&s=2&c=10&nt=Procedure+Codes)

**Portal Links**

* [**ForwardHealth Portal**](https://www.forwardhealth.wi.gov/WIPortal/Default.aspx)
* [**Contact Page (Including Field Rep Map)**](https://www.forwardhealth.wi.gov/WIPortal/content/html/Contact.htm.spage)
* **[COVID-19 Provider News & Resources](https://www.forwardhealth.wi.gov/WIPortal/cms/public/covid19/news-and-resources)**
* **[COVID-19 Unwinding Resources](https://www.forwardhealth.wi.gov/WIPortal/content/html/Provider%20Toolkit.htm.spage)**

**Outside links**

* **Centers for Medicare and Medicaid Services:** [**cms.gov/covidvax**](https://www.cms.gov/covidvax)
* **Centers for Disease Control and Prevention:** [**cdc.gov/coronavirus**](https://www.cdc.gov/coronavirus/2019-ncov/vaccines/facts.html?s_cid=11760:cdc%20facts%20about%20covid%20vaccine:sem.ga:p:RG:GM:gen:PTN:FY22)
* **Federal Food and Drug Administration:** [**fda.gov/emergency-preparedness-and-response**](https://www.fda.gov/emergency-preparedness-and-response/coronavirus-disease-2019-covid-19/covid-19-vaccines)
* **Wisconsin Department of Health Services:** [**dhs.Wisconsin.gov/covid-19/vaccine**](https://www.dhs.wisconsin.gov/covid-19/vaccine.htm)