

KMAP GENERAL BULLETIN 21082

COVID-19 Vaccine Resources During the Public Health Emergency

The Centers for Medicaid and Medicare Services (CMS) has provided up-to-date resources and materials from Health and Human Services (HHS), Centers for Disease Control (CDC) and CMS regarding COVID-19. These resources and materials can be found at:

- [COVID-19 Partner Resources Page](#)
- [HHS COVID Education Campaign page](#)
- [CMS COVID-19 Policies and Guidance page](#)

CMS, CDC, and HHS have released new guidance and resources related to the COVID-19 vaccine. Important information is highlighted below:

No Out-of-Pocket Cost for COVID-19 Vaccine:

Providers that participate in the [CDC COVID-19 Vaccination Program](#), must:

- Administer the vaccine with no out-of-pocket cost for the vaccine or the administration of the vaccine
- Vaccinate everyone, including the uninsured, regardless of coverage or network status

Providers cannot:

- Balance bill for COVID-19 vaccinations
- Charge patients for an office visit or other fee if a COVID-19 vaccination is the only medical service given
- Require additional medical or other services during the visit as a condition for getting a COVID-19 vaccination

Report any potential violations of these requirements to the HHS Office of the Inspector General:

- Call 1-800-HHS-TIPS (1-800-447-8477)
- [Submit an online complaint](#)

Submit claims for administering COVID-19 vaccines to:

- [Medicare](#), if the patient has Medicare Part B coverage or, for 2020 and 2021, Medicare Advantage Part C
- [Private insurance company \(PDF\)](#), including if the patient only has Medicare Part A coverage with supplemental coverage from a private insurer

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- 1-800-933-6593
- 7:30 a.m. - 5:30 p.m.
Monday - Friday



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- [Your state's Medicaid program](#) for patients with Medicaid and Children's Health Insurance Program (CHIP) coverage
- [Health Resources & Services Administration \(HRSA\) COVID-19 Uninsured Program](#), including if your Medicare patient only has Part A coverage with no supplemental coverage

For more information on COVID-19 Vaccine Administration, visit the CMS [COVID-19 Vaccine Provider page](#).

COVID-19 Vaccine Consumer Reminder:

Providers are encouraged to share the information below to help address issues relating to consumers who may have been charged or paid for a COVID-19 vaccination.

If Consumers Get Paid to Get a COVID-19 Vaccine:

When consumers get a COVID-19 vaccine, providers cannot charge for an office visit or other fee if the vaccine is the only medical service provided. If other medical services are provided at the same time the COVID-19 vaccine is provided, consumers may owe a copayment or deductible for those services.

If a consumer paid a fee or received a bill for a COVID-19 vaccine, they can check this list to see if the provider should have charged:

- Check the receipts and statements from the provider for any mistakes.
- Check with the provider's office about any charges that may be incorrect. The office may be able to help explain the services provided or identify a billing error.
- If covered by Original Medicare, review the "Medicare Summary Notice" for errors. Report anything suspicious to Medicare by calling 1-800-MEDICARE (1-800-633-4227).
- If covered by any other coverage like a Medicare Advantage Plan, review the "Explanation of Benefits." Report anything suspicious to the insurer.

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- If the consumer thinks the provider incorrectly charged them for the COVID-19 vaccine, the consumer can ask for a refund.
- If the consumer thinks the provider charged for an office visit or other fee, but the only service provided was a COVID-19 vaccine, the consumer should report the provider to the Office of the Inspector General, U.S. Department of Health and Human Services by calling 1-800-HHS-TIPS (1-800-447-8477) or visiting [TIPS.HHS.GOV](https://www.hhs.gov/tips).

CDC Guidance for Fully Vaccinated People:

- A **fully vaccinated** individual can start doing many things they stopped doing because of the pandemic
- When choosing safer activities, consider [how COVID-19 is spreading in your community](#), the number of people participating in the activity, and the location of the activity.
- Outdoor visits and activities are safer than indoor activities, and fully vaccinated people can participate in some indoor events safely, without much risk. Additional CDC guidance can be found [here](#).
- For consumers that have not been vaccinated yet, go to [find a COVID-19 vaccine near you](#) at [Vaccines.gov](https://www.vaccines.gov).

New CMS COVID-19 Fraud Resources:

CMS just launched new materials to help protect Medicare members against COVID-19 vaccine fraud:

- Use the social media messaging and downloadable graphics in the [COVID-19 Fraud Campaign toolkit](#).
- Play the videos, [Protect Yourself from Fraud](#) and [What Do You Say to Vaccine Scammers?](#) in waiting areas, on webinars and at conferences.
- Share **information** in newsletters – *Learn to detect and prevent vaccine fraud at [Medicare.gov/fraud](https://www.medicare.gov/fraud)*
- Additional resources can be found on the [COVID-19 Partner Resources Page](#).

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Building COVID-19 Vaccine Confidence Webinar

Dr. LaShawn McIver, Director of CMS and Office of Minority Health (OMH), will share information and resources to help address vaccine hesitancy in the community. Dr. McIver will be joined by Dr. Peter Marks, Director of the Center for Biologics Evaluation and Research (CBER) at the Food and Drug Administration (FDA), who will give an overview of vaccines and their safety. This webinar will equip providers to speak persuasively about the COVID-19 vaccine.

Thursday, May 13, 2021 - 12:00-1:00 p.m. (EST)

Join the GoToWebinar [Here](#)

Note: An email with login information will be sent from *GoToWebinar* upon registration. If an email is not received in a few days' time, please contact CMSOMHTeam@ketchum.com.

For more information on CMS COVID-19 partner updates, please contact CMS at: Partnership@cms.hhs.gov

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