PLAN

1. Getting Started
A need in our District was identified regarding elderly residents and vaccinations. The group’s initial focus was to address the shingles vaccine being obtained by the 60+ population.

AIM STATEMENT:
After attending an educational seminar presented by UHD during the 2013/2014 flu season at senior centers, 10% of individuals 60+ will choose to receive the shingles vaccine.

BACKGROUND:
After reviewing data collected at the Senior Centers it was determined that UHD needed to improve its ability to accept payment for vaccine. The ability to accept multiple insurances, especially MEDICARE, to accommodate the 60+ residents would be a needed improvement.

Below is a summary of information obtained changing the project focus entirely.

<table>
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<th>Would Receive</th>
<th>Not Interested</th>
<th>Would like more info.</th>
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REVISED AIM STATEMENT:
By September 30, 2013, Uncas Health District will have the ability to do online billing with Anthem BC/BS and Medicare, research claims and current costs accepted for vaccines.

2. Assemble the Team
Team Sponsor: Patrick McCormack, DOH
Team Leader & Scribe: Laura Boudah
Team Members: Cindy Arpin - Vaccine Administrator
Connie Capacchione – Educator / data analyzer

3. Examine the Current Approach
- Lack of ability to accept various insurances, Anthem BC/BS and Medicare in particular
- Need to become a Medicare Provider
- Need for assistance in processing claims in a timely manner
- Need to track existing claims for payment receipt
- Standardize a form to aid in tracking claim and payment receipt

4. Identify Potential Solutions
- Contact Medicare to become a provider
- Contact Avality/Transact Rx for assistance with claims and payments
- Join Transact RX for reimbursement submission
- Contact Anthem BC/BS

5. Develop Improvement Theory
- Decide on what to charge if no insurance available
- Apply to become a provider with Anthem BC/BS
- Create a “menu” of vaccines provided for various needs
- Reformat intake form to accommodate for Insurance claims and survey on other possible other vaccines needed
- Applied for Medicare Provider number

6. Test the Theory
Throughout this process the team has focused on making Uncas Health District more beneficial to those residents in need of obtaining various vaccines.

With our education within the community, our services have been utilized by new parents, grandparents, child care providers, parents for their school age children, college students and seniors but still have a weakness in our ability to process insurance claims.

7. Check the Results
Have gained provider status with Anthem BC/BS
Transact RX was supposed to be able to provide a Medicare #, but that has since changed. Uncas has joined Avality for online billing, eligibility checking and claim review Claim submission has been received at a steady pace with the aid of our tracking system.

The new form created has made it easy to track claims against funds received.

Still need to obtain approval from Medicare, still in the review process with Medicare to become a provider

8. Standardize the Improvement or Develop New Theory
Continue to expand services that can be charged to insurance
Work on language barriers with residents seeking vaccine
Work with Medicare to gain provider status

9. Establish Future Plans
Determine cost of shingles vaccine for individual seniors.
Determine how many residents want vaccine if available
New QI plan once all insurances, including Medicare, in place to determine feasibility of offering the Shingles Vaccine
Seek other funding to assist in vaccine cost