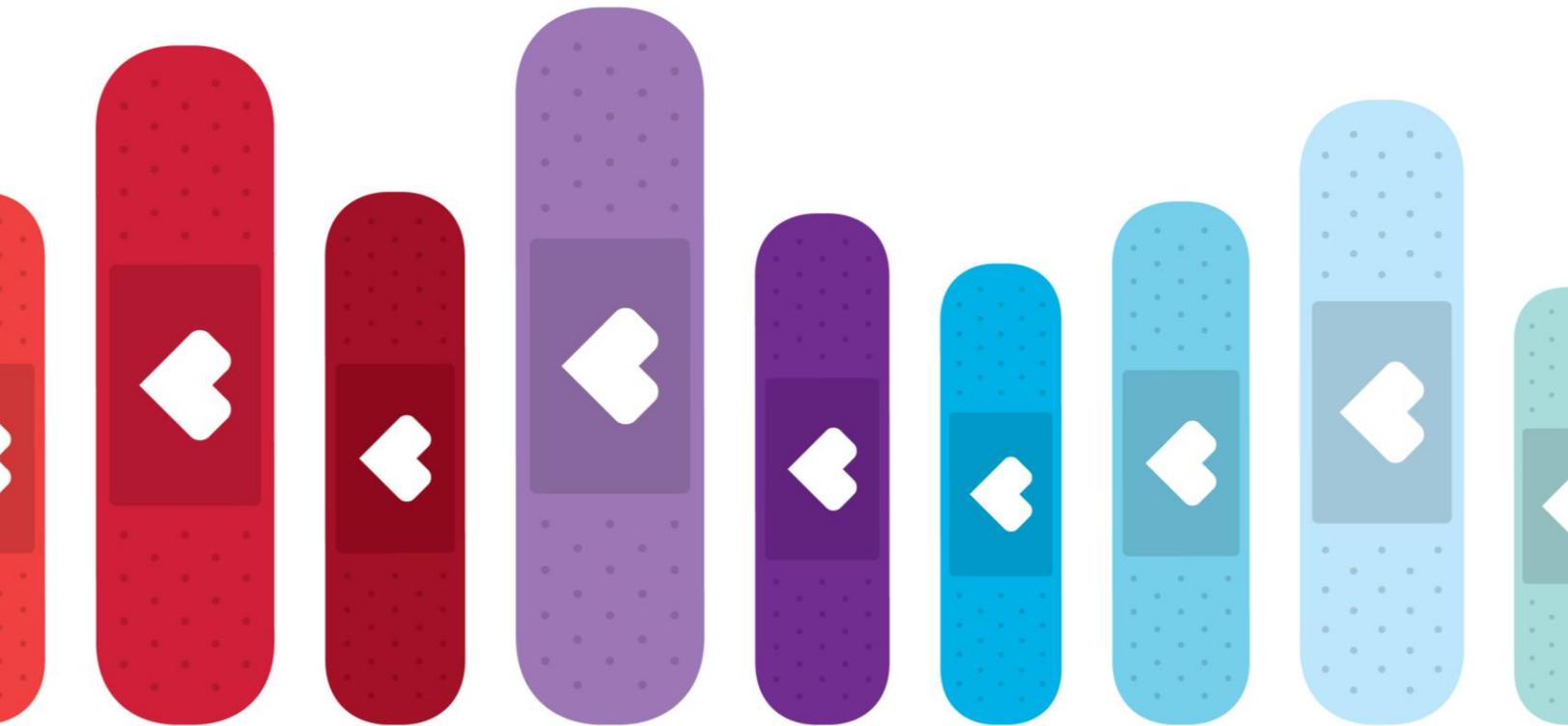


# On-Site Vaccine Clinics



# On-Site Vaccine Clinic Guide



## General Program Facts:

- The minimum number of participants for a vaccine clinic is 45
- Clinic location must be within 30 miles of a CVS Pharmacy® in the same state
- Clinics must be requested a minimum of 28 days in advance
- Clinic duration is determined by the rate of 12 appointments per immunizer per hour
- Digital appointment registration is available for clinic participants, which includes submission of insurance/voucher information and consent for services. Otherwise, a PDF version of the consent form can be requested from your CVS Clinic Contact

## Clinic Program Enrollment and Contracting:

CVS requires a signed contract to schedule on-site vaccine clinics\*. An individual authorized to sign on behalf of your organization is required to digitally sign the contract and will be provided with a contract code to proceed with the scheduling process.

### Billing Options:

- **Insurance Bill Only**
  - Bill the vaccine(s) to each participant's individual insurance
  - If insurance is not provided, vaccine is not covered under insurance, or participant does not have active insurance, the participant will need to pay the usual and customary price prior to administration of vaccine using exact cash, check, or credit card on-site
- **Direct Bill – Voucher Only**
  - Bill the organization for all vaccines using a voucher
  - Organization is responsible for distributing a voucher enrollment link to eligible participants
  - Organization will be invoiced for each voucher redeemed
- **Hybrid Model**
  - Bill the vaccine(s) to each participant's insurance if provided
  - If insurance is not provided, vaccine is not covered under insurance, or participant does not have active insurance, the voucher will be used
  - Organization will be invoiced for each voucher redeemed

When scheduling an on-site clinic, the client must specify the number of participants. This is called the **Participant Commitment**. If your organization does not meet the Participant Commitment for an on-site clinic, CVS will charge a **Missed Participant Fee** of \$15 per missed participant.

- For instance, if the client commits to 60 participants, but only 50 participants receive vaccines during the clinic, the client will be invoiced \$150 (10 missed participants x \$15 each)

\*CVS does not provide on-site vaccination services to Skilled Nursing Facility (SNF) residents.

# On-Site Vaccine Clinic Guide



## Voucher Overview:

- Enrollment in CVS Health's voucher program allows organizations to be invoiced directly for their eligible participants' vaccinations.
- Once enrollment is complete, a confirmation email will be sent from [Vaccines@Script-Claim.com](mailto:Vaccines@Script-Claim.com).
  - ScriptClaim is CVS Pharmacy's third-party vaccine claims and payment processor.
  - Confirmation email will include organization's vaccine voucher link, W9 and copy of agreement.
- CVS Health's voucher program model is a standardized offering, providing unique ID vouchers that can only be utilized once by eligible participants. Organization is responsible for distribution of the vaccine voucher link to eligible participants for whom the organization is covering the cost of the vaccine.
- The eligible participant will access the link to create and obtain a one-time use unique voucher to present to the CVS pharmacy team to receive covered vaccinations.
- Organization is invoiced monthly for redeemed vouchers.

## Direct Bill – Voucher Pricing:

Vaccinations Available	2024 Voucher Pricing
Influenza Standard (under age 65)	\$62.00
Influenza Senior (65 & older)	\$108.00
COVID-19	\$175.00
Hepatitis A	\$125.00
Hepatitis B	\$172.00
Hepatitis A & B	\$165.00
Human Papillomavirus (HPV)	\$315.00
Measles, Mumps, and Rubella (MMR)	\$120.00
Meningococcal (Meningitis)	\$252.00
Pneumococcal (Pneumonia)	\$312.00
Respiratory Syncytial Virus (RSV)	\$350.00
Shingles (Shingrix)	\$235.00
Tetanus, Diphtheria, and Pertussis (Tdap)	\$81.00

# On-Site Vaccine Clinic Guide



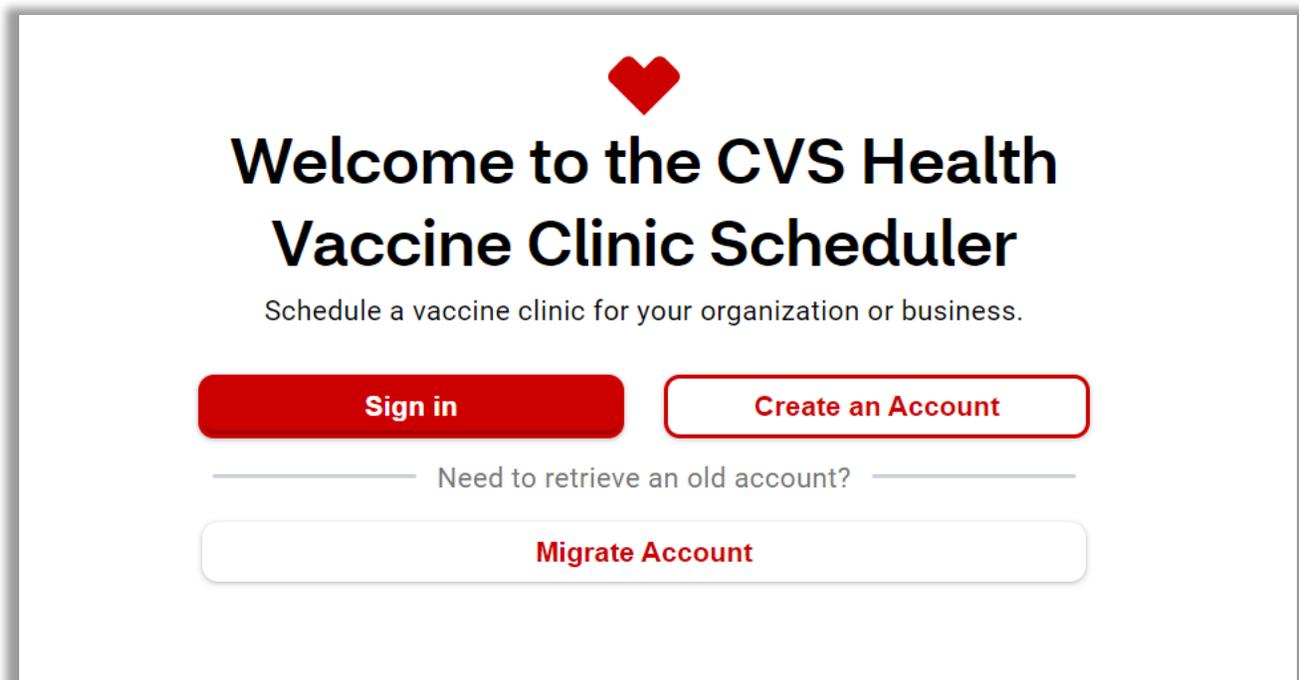
## Initiating the Contracting Process:

### New Users

- Create an account in the Vaccine Clinic Scheduler (VCS) using the link: <https://vaccineclinicscheduler.cvs.com>
- Select **Create an Account** and fill out all required fields.

### Returning Users

- Returning users can log in using previously created username and password.
  - Select **Forgot user ID** and follow the steps to retrieve your user ID
  - Select **Forgot password** and follow the steps to reset your password
- If you cannot retrieve your User ID and Password using the above methods, use the **Migrate Account** option to access your account.
  - **Company Code** is required
  - If you don't have your Company Code, email [VaccineClinics@CVSHealth.com](mailto:VaccineClinics@CVSHealth.com) to request your Company Code be sent to you and have your old account deactivated



## Helpful Tips for VCS:

- If 3 unsuccessful login attempts are made, you will be locked out for 24 hours.
- After 30 minutes of inactivity, your session will expire, and you will be automatically logged out.
- Passwords expire every 90 days.

# On-Site Vaccine Clinic Guide



## Requesting a Contract Code:

Once logged in, select **Request a contract code** to begin the contracting process.

- You must have the authority to sign on behalf of and bind your organization to the terms and conditions of the contract
- If you do not have the authority to sign and bind your organization to a contract, please direct the appropriate party to create a VCS account or go to <https://scrxfllu.com/24CVSVaccines.aspx> to sign the contract and provide you with the contract code
- CVS utilizes ScriptClaim, a third-party vendor, to manage voucher claims and invoice processing

Follow the steps to complete the contract, select your organization's preferred billing method (your selection will pre-populate in your clinic request), and input your organization's information.

After signing the contract, you will receive the contract code and W9 from ScriptClaim. You will need the contract code to begin the clinic request process.

If you select either the Direct Bill or Hybrid Bill option, you will receive the voucher link in a separate email.

## Create a Clinic Request:

Once you receive the contract code, select **Create a clinic request** from the homepage.

Enter your contract code and select **Single clinic request** or **Multiple clinic requests**

### Welcome to the CVS Health Vaccine Clinic Scheduler

Schedule a vaccine clinic for your organization or business.

#### How does it work?

[Learn more](#)

#### Create clinic requests

To create a clinic request for your organization, you'll need a contract code first.

[+ Create a clinic request](#)

[Request a contract code](#)



# On-Site Vaccine Clinic Guide



## Submitting a Single Clinic Request:

- **Primary Contact** will be the person to answer logistical and/or billing questions. A Secondary Contact (optional) will receive the same e-mail notifications as the Primary Contact.
- **Location** is where the clinic will take place and is used to assign a local CVS Pharmacy
  - Clinic must be within 30 miles of a CVS Pharmacy® in the same state
- **Date and Time** section is used to request your preferred clinic date and time. A clinic must be requested a minimum of 28 days prior to allow our pharmacy teams to prepare for your clinic.
  - Start time and end time should be calculated based on 12 appointments per immunizer per hour
  - Participants may register for up to 3 vaccines per appointment slot
  - Please note that the dates and times requested are not finalized until confirmed by your CVS Clinic Contact
- Complete the **Number of Participants** field with the expected number of participants who will receive vaccines.
  - The number of participants must be equal to or greater than 45. This section becomes your Participant Commitment. By entering this number, you will be agreeing to pay fees if the number of participants who receive a vaccine at the clinic does not meet the number of participants entered in the clinic request form.
    - By way of example, if you commit to 60 participants for the clinic, but only 50 participants receive vaccines at the clinic, you will be charged a \$15 fee for each missed participant. In this case, the Missed Participant Fee would be \$150 (10 x \$15)
  - **Requested Vaccines** section is used to estimate the number of each vaccine type you may need for your requested clinic.
    - Any number greater than 0 will populate that vaccine type to be selected on the digital registration link you receive
- **Billing and Payment** section will be pre-populated based on the selection made during the contracting process.
  - Fill in additional fields and enter insurance information, if applicable.
- **Clinic Notes** section is available to leave a comment for your CVS Clinic Contact
- Review your information and click **Submit Request**

# On-Site Vaccine Clinic Guide



## Submitting Multiple Clinic Requests:

Download and complete the Multi-Clinic Upload Template. Follow the formatting directions for a successful multi-clinic upload.

- The **Primary Contact** should be able to answer logistical and/or billing questions. A Secondary Contact (optional) will receive the same e-mail notifications as the Primary Contact.
- Enter your organization's name under **Company Name**. This can be the same for all clinics if they will be held in the same location. If clinics will be held in multiple locations, the company name can be modified to reflect each location. Enter the **Address** where each clinic will take place, this is used to assign a local CVS Pharmacy team.
  - Clinic must be within 30 miles of a CVS Pharmacy® in the same state
- Enter the requested clinic date and times. A clinic must be requested a minimum of 28 days prior to allow our pharmacy teams to prepare for your clinic.
  - Start time and end time should be calculated based on 12 appointments per immunizer per hour
  - Participants may register for up to 3 vaccines per appointment slot
  - Please note that the dates and times requested are not finalized until confirmed by your CVS Clinic Contact
- Complete the **Number of Participants** field with the expected number of participants who will receive vaccines for each clinic.
  - The number of participants must be equal to or greater than 45 for each clinic. This section becomes your Participant Commitment. By entering this number, you will be agreeing to pay fees if the number of participants who receive vaccines at the clinic does not meet the number of participants entered in the clinic request form.
    - By way of example, if you commit to 60 participants for the clinic, but only 50 participants receive vaccines at the clinic, you will be charged a \$15 fee for each missed participant. In this case, the Missed Participant Fee would be \$150 (10 x \$15)
  - **Requested Vaccines** section is used to estimate the number of each vaccine type you may need for your requested clinic.
    - Any number greater than 0 will populate that vaccine type to be selected on the digital registration link you receive
- Answer any additional questions, input any clinic notes, and select your preferred COVID-19 vaccine manufacturer, if applicable
- Save your document, upload it under Step 2 of the Multiple Clinic Requests page in the Vaccine Clinic Scheduler, and click **Submit**

# On-Site Vaccine Clinic Guide



## Clinic Confirmation:

After you submit your clinic request, you will receive an email acknowledgement, indicating your request has been received. This email will come from the address [no-reply@CVSHealth.com](mailto:no-reply@CVSHealth.com) and will provide the CVS Clinic Contact assigned to support your clinic request.

The local CVS Pharmacy® team assigned to your clinic will contact the Primary and/or Secondary Contact to confirm the request. Please verify all clinic details, including number of participants, number/types of vaccines, and clinic location.

While the clinic is in pending status, you will have the ability to make changes to the requested clinic date(s), time(s), number of participants, and number/types of vaccines requested.

Once the clinic is confirmed in the Vaccine Clinic Scheduler, you will receive a clinic confirmation email from [no-reply@CVSHealth.com](mailto:no-reply@CVSHealth.com).

- **Any changes to a confirmed clinic must be submitted via email to your CVS Clinic Contact at a minimum of 48 hours prior to the clinic**
  - This includes changes to date, time, location, number of participants, and number of vaccines.
  - Your organization is responsible for reviewing information in VCS and validating the accuracy of the number of participants, as this is your **Participant Commitment**
- Log-in to the Vaccine Clinic Scheduler and validate your requested changes are accurately reflected. If clinic details have not been updated to match your request, please email your CVS Clinic Contact and [VaccineClinics@CVSHealth.com](mailto:VaccineClinics@CVSHealth.com) prior to your clinic.

# On-Site Vaccine Clinic Guide



## Scheduling Appointments:

The confirmation email will provide a QR code and link that can be shared with participants so they may digitally schedule an appointment and complete all the necessary documentation and consent requirements prior to their appointment. **Appointments will generate within 24 hours of receiving your confirmation e-mail.**

Digitally registered participants will receive email reminders of their upcoming appointment.

Alternatively, the registration link can also be found in the Vaccine Clinic Scheduler.

1. Login using your existing credentials.
2. Click on “Active Clinics” to view your submitted clinic requests.
3. Select the clinic and scroll to the bottom of the page to view your link.

Once the scheduling QR code and/or link has been distributed to clinic participants, they will be able to begin the registration process. The participant will start by selecting a time for their appointment and then complete their demographic information. If a clinic date or time is changed, participants may receive a cancellation notice and will need to re-register.

### Schedule vaccine

Once you select a time, we'll hold it up to 30 minutes while you complete registration.

Can't find a good time? Contact your organization administration for potential alternative dates.

 **Test Clinic**  
1505 W 87th St PKWY, Lenexa, KS 66215  
Wednesday, June 19, 2024  
Vaccines: COVID-19 (Moderna)

Select time:

11:00 AM	11:15 AM	11:30 AM	11:45 AM	12:00 PM	12:15 PM	12:30 PM
		12:45 PM	1:30 PM	1:45 PM		

If you have chosen a voucher billing option, provide your eligible participants with the voucher enrollment link to generate third party plan codes to input instead of insurance.

Once participants have registered for an appointment and completed all required fields, including insurance/voucher information, screening questions, and consent, they will receive confirmation of their appointment.

Participants who do not register for an appointment digitally will need to complete a paper consent form. You can request paper consent forms in advance from your CVS Clinic Contact.

# On-Site Vaccine Clinic Guide



## Client Tools:

Once your clinic has been confirmed and participants begin to digitally register for appointments, you will be able to view aggregate, deidentified clinic information in the clinic roster.

1. Login using your existing credentials
2. View your Active Clinic requests
3. Select the clinic and select **View Clinic Appointments** in the upper right-hand corner

You can use the clinic roster to email your CVS Clinic Contact to adjust your Participant Commitment if needed up to 48 hours prior to clinic start time.

- Changes to clinic date and time will require a new scheduling link. Use the steps on the previous page to resend the registration link from VCS
- If participants registered for appointments outside of the new clinic time, they would receive cancellation notices and will need to use the new link to re-register
- Log-in to the Vaccine Clinic Scheduler and validate your requested changes are accurately reflected. If clinic details have not been updated by your CVS Clinic Contact to match your request, please email [VaccineClinics@CVSHealth.com](mailto:VaccineClinics@CVSHealth.com) prior to your clinic

## Email Notifications:

You will receive the following email communications from [no-reply@CVSHealth.com](mailto:no-reply@CVSHealth.com).

- Confirmation your clinic request has been submitted
- Notification once your clinic has been confirmed
- 7-day notification prior to clinic
- 3-day notification prior to clinic
- Notification of clinic completion

## Invoicing (if applicable):

There are two types of invoices you may receive from ScriptClaim:

1. Missed Participant Fee
2. Redeemed Vouchers

# On-Site Vaccine Clinic Guide



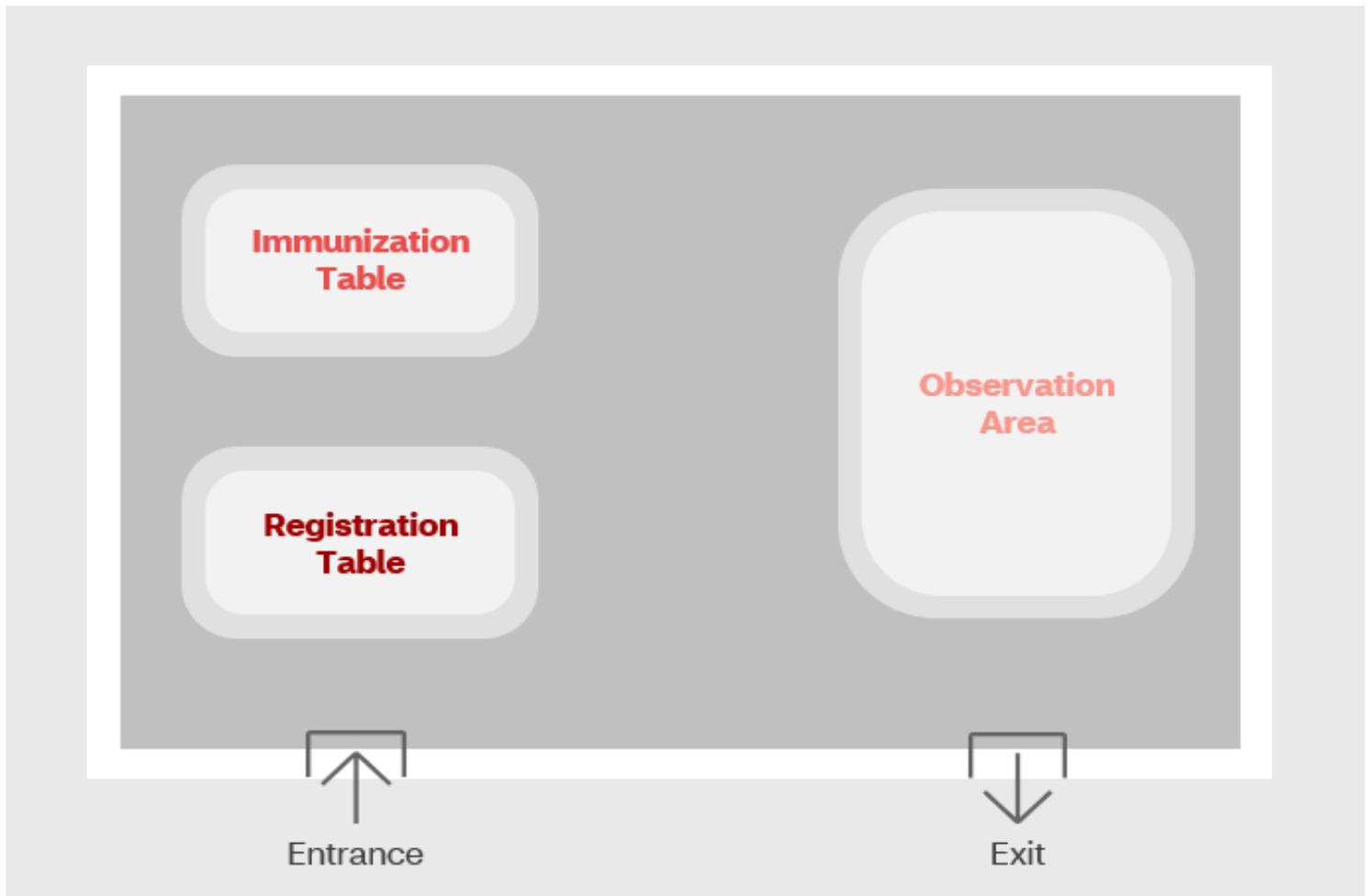
## Facility Requirements and Space Setup:

Clinic Team will arrive onsite 30 minutes prior to clinic start time to ensure sufficient time for parking, building access, and clinic setup.

A representative from the organization shall remain onsite for the duration of the clinic to help facilitate traffic flow and to address issues that arise.

Location must meet the following requirements:

- **Registration Area:** Each registration station should have a table and chair, a small trash can, and access to a power outlet
- **Immunization Space:** allows for an adequate number of immunization stations that shall be approximately 10' x 10'. Each station should have a table for immunization supplies, 2 chairs, a small trash can, and access to a power outlet
- **Observation Area:** required for COVID-19 vaccines only, requires 3 chairs per immunizer



# On-Site Vaccine Clinic Guide



## Important Contacts:

Your CVS Clinic Contact can answer all questions regarding your clinic. The contact information for your CVS Clinic Contact can be found in your confirmation email or your clinic request in the Vaccine Clinic Scheduler.

For questions your CVS Clinic Contact is unable to answer or general questions about the clinic program, please reach out to [VaccineClinics@CVSHealth.com](mailto:VaccineClinics@CVSHealth.com).

For issues enrolling in the voucher program, contact ScriptClaim at [Vaccines@Script-Claim.com](mailto:Vaccines@Script-Claim.com) or call 800-970-5821 (7am-9pm ET Monday-Friday and 8am-5pm Saturday).

## Recommendations:

Promote your clinic to ensure high attendance! Strategies include:

- Post signs in your building/facility
  - Visit [www.cvs.com/immunizations/flu/clinics](http://www.cvs.com/immunizations/flu/clinics) for downloadable posters/flyers
- Send email reminders
- Post registration links to your internal portal/website

Secure appropriate clinic space/setup.

## Alternative Options for Organizations:

If your organization is unable to meet the on-site clinic minimums and would still like to be able to pay for your participants' vaccines using a voucher, our in-store **Vaccine Voucher Program** allows organizations to be invoiced directly for their participants' vaccinations.

- To begin the process of enrolling in the Vaccine Voucher Program, please visit <https://scrxflu.com/CVSVaccines.aspx>. Here you will complete the contracting process, via the ScriptClaim portal. ScriptClaim is CVS Pharmacy's third-party vaccine claims and invoice processor.

You can also visit our CVS website to learn more about the **Advanced Scheduler** program.