

October 2009

Dear Valued Customer,

Working in concert with public health authorities, providers and others, we are taking a number of steps to reduce or eliminate barriers to H1N1 flu immunization. We are also developing educational materials based upon guidance from the Centers for Disease Control and Prevention (CDC) to help our enrollees stay informed.

We will cover the administration of the H1N1 vaccine for fully insured members, with no copayments, deductibles and/or coinsurance, as applicable.

Vaccine Distribution and Availability

The H1N1 flu vaccine is being distributed to each state by the federal government. Every state is developing a vaccine delivery plan, which will likely include a combination of physician offices and non-traditional settings. We have worked diligently with a number of partners to ensure that our members have a broad range of options from which to select to get the H1N1 flu vaccine:

- **Public Health Clinics:** Enrollees may be able to receive their H1N1 vaccine at most local public health clinics at no cost or at a federally subsidized rate.
- **Doctor's Office: PacifiCare SignatureValue[®] (HMO) members should consult with their Primary Care Physician to receive the H1N1 vaccine.** The cost of the vaccine, needles, syringes, alcohol swabs and sharps containers will be fully paid for by the U.S. government. We will cover the administration of the H1N1 vaccine for fully insured members, with no copayments, deductibles and/or coinsurance, as applicable.
- **Retail Pharmacies:** Enrollees will be able to have the H1N1 vaccine administered at several major retail pharmacy chains. There's no up-front cost to the member, if they choose this option at one of our participating pharmacies. Participating pharmacies will submit a nominal fee to us for administering the vaccine. We will fully cover this fee for insured enrollees. Enrollees should be encouraged to call to ensure that the pharmacy has the vaccine and is participating in the UnitedHealthcare program.
 - Enrollees who get their H1N1 flu vaccination administered at a pharmacy that does not participate in the UnitedHealthcare program, may be charged a nominal up-front cost. Enrollees may file a claim to seek reimbursement for this expense. UnitedHealthcare will reimburse all H1N1 flu vaccines administered at a pharmacy outside the UnitedHealthcare program at either the lesser of the local Medicare rate or billed charges. For Medicaid patients, reimbursement will be based on the lesser of the local Medicaid charge or billed charges.
 - To submit a claim, enrollees should complete a claim form and include a copy of their receipt, full name, member ID number, date of service and type of service (H1N1 flu vaccine administration). Please mail the claim form to the address listed on the back of your member identification card. Enrollees can obtain a claim form by visiting www.uhc.com/news_room/swine_flu_advisory.htm and downloading the PDF document under "Where to Get the Vaccine".

A list of public health clinics and participating pharmacies will be posted on uhc.com and will be updated regularly. To access this list and see the latest updates, please go to our Web site, www.uhc.com/news_room/swine_flu_advisory.htm and follow the prompt under "Where to Get the Vaccine".

Priority Populations

The CDC has prioritized the following population segments to initially receive the vaccine, with others to follow as the vaccine becomes more widely available:

- pregnant women;
- caregivers for children younger than 6 months of age;
- health care and emergency medical services personnel;
- children and young adults from 6 months through 24 years old; and
- persons aged 25 through 64 years who have underlying health conditions that might increase their risk for flu-related complications.

H1N1 VACCINE

H1N1 Member Materials and Support

We are taking action to assist our enrollees, especially those identified by the CDC as being at a greater risk for complications from the H1N1 flu. An employee communication template is available for you to customize and share with your employees. If you would like to obtain a copy of the communication, please contact your UnitedHealthcare/PacifiCare representative.

Other resources and actions include:

- **Dedicated H1N1 Information Section** on pacificare.com. There is a specific link within the "Spotlight" section, "**PacifiCare HMO Member Information on Coverage for H1N1 (Swine Flu) Vaccine**", that contains a broad variety of information, including:
 - **Enrollee Frequently Asked Questions:** By following the prompt under the "H1N1 Member Tool Kit" Section, you will find basic questions on H1N1, tips on prevention, differences between seasonal flu and H1N1 flu and more. This document can also be converted into a PDF flier in the event you wish to distribute copies to your employees.
 - **Prerecorded Audio Webinar:** One of our top clinicians, Medical Director Dr. Gail Croall, walks members through a detailed overview of H1N1 and steps they can take to protect their families and themselves.
<http://www.brainshark.com/unitedhealthcare/vu?pi=616423006>
 - **Where to go to get the vaccine:** **PacifiCare SignatureValue (HMO) members should consult their primary care physician to receive the H1N1 vaccine.** We will post a link to a listing of local public health clinics and participating pharmacies on our H1N1 Web page which can be accessed via our Web site at www.uhc.com/news_room/swine_flu_advisory.htm and following the prompt under "Where to Get the Vaccine". We still encourage members to call before they go in for a shot, just to ensure availability of the vaccine and check potential wait times.
- **Customer Service:** Our customer service professionals are ready to assist enrollees and can be reached at the toll-free number listed on the back of their member identification card.

Business Continuation Preparedness

We want to reassure clients that if this situation escalates, we are fully prepared to initiate our business continuation program, which is designed to minimize any type of service disruption.

For more information on our coverage of the H1N1 vaccine, please contact your UnitedHealthcare/PacifiCare representative who can supply a list of Frequently Asked Questions.

For the most up-to-date clinical guidance from the Centers for Disease Control and Prevention, please visit their website, www.cdc.gov/h1n1flu. *

Sincerely,

UnitedHealthcare/PacifiCare

* PacifiCare is not affiliated with this Web site.

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