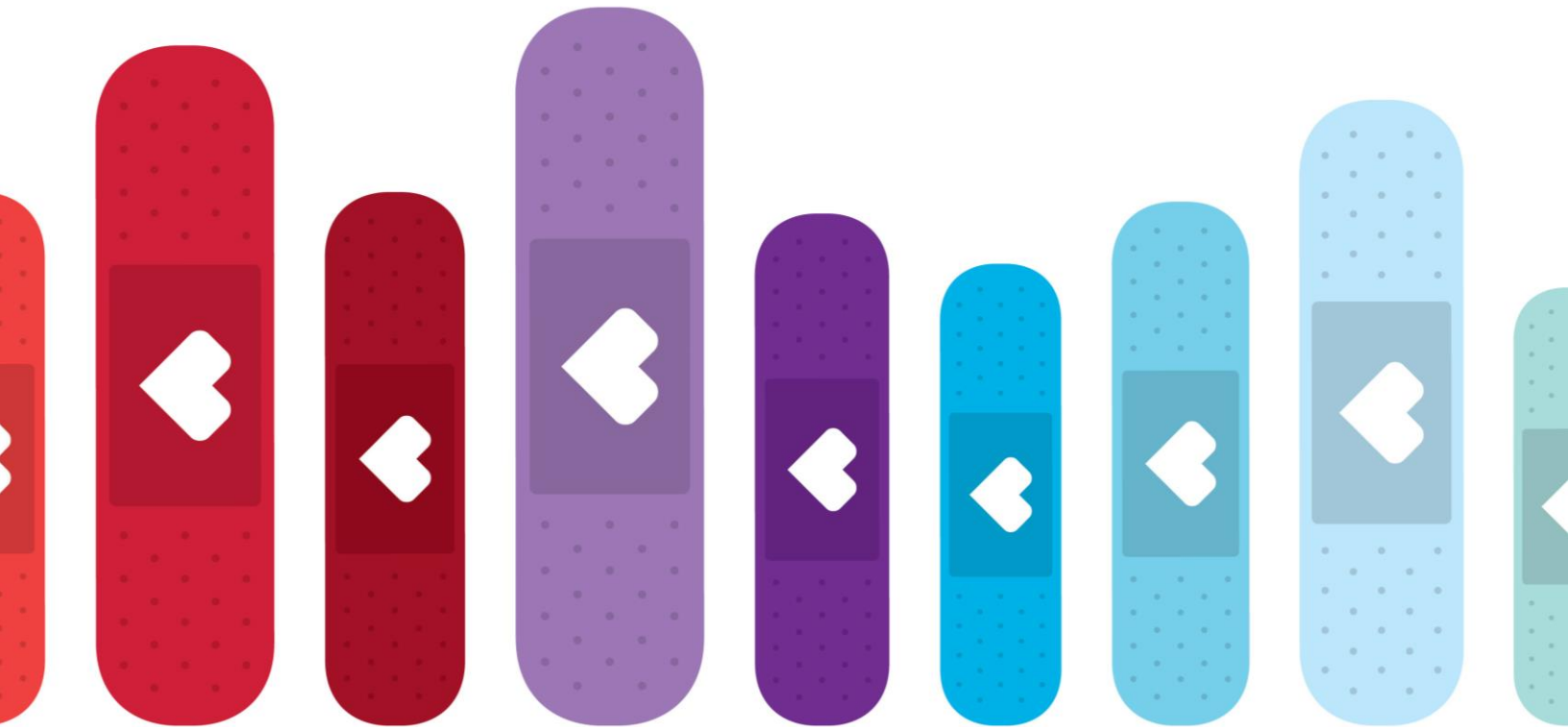


# On-Site Vaccine Clinics



# On-Site Vaccine Clinic Guide



## General Program Facts:

- Facility must be within 30 miles of a CVS Pharmacy® in the same state.
- The minimum number of immunizations for a vaccine clinic is 48.
- Clinics must be requested a minimum of 28 days in advance.
- Clinic length is determined by the rate of 12 appointments per immunizer per hour.
- Digital appointment registration is available for clinic participants, which includes request for insurance/voucher information and consent for services. Otherwise, a PDF version of the consent form can be requested from your local Point of 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 for vaccines 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 voucher distribution to 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 onsite clinic, the client must specify the types of vaccines and number of vaccine doses to be administered at each on-site clinic. This is called the **Capacity Commitment**. If your organization does not meet the Capacity Commitment for an on-site clinic, CVS will charge an **Unused Capacity Fee** of \$15 for each unused vaccination at the clinic.

- For instance, if the client selects 60 vaccines, but only 50 vaccines are provided during the clinic, the client will be invoiced \$150 (10 unused vaccines x \$15 each).

# On-Site Vaccine Clinic Guide



## Voucher Options:

A **Unique ID Voucher** will generate a unique voucher ID number that can only be used once and by the individual participant. If this option is chosen, a confirmation email will be sent from [Vaccines@Script-Claim.com](mailto:Vaccines@Script-Claim.com) that will include a copy of the agreement, W9, and the organization's CVS Vaccine Voucher link. The organization should distribute the link to the participants for whom the organization is covering the cost of the vaccine. Eligible participants will access the link, enter their name and email address, and will have the option to select download or email voucher.

A **Multi-Use Voucher** is a single voucher that can be used for the entire organization. If this option is selected, a confirmation email will be sent from [Vaccines@Script-Claim.com](mailto:Vaccines@Script-Claim.com) that will include a copy of the agreement, W9, and PDF voucher.

The organization is responsible for payment of each vaccine administered pursuant to a Unique ID Voucher or Multi-Use Voucher.

## Direct Bill – Voucher Pricing:

Vaccinations Available	2023 Voucher Pricing
Influenza Standard (under age 65)	\$59.00
Influenza Senior (65 & older)	\$103.00
COVID-19*	\$165.00
Hepatitis A	\$118.00
Hepatitis B	\$169.00
Hepatitis A & B	\$162.00
Human Papillomavirus (HPV)	\$295.00
Measles, Mumps, and Rubella (MMR)	\$117.00
Meningococcal (Meningitis)	\$240.00
Pneumococcal (Pneumonia)	\$285.00
Shingles (Shingrix)	\$215.00
Tetanus, Diphtheria, and Pertussis (Tdap)	\$81.00

\*COVID-19 vaccine clinics are anticipated to be available in September 2023.

# On-Site Vaccine Clinic Guide



## Initiating the Contracting Process:

### New Users

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

### Returning Users

- Returning users can log in using previously created username and password.
  - Select **Forgot Password** and follow the steps to reset your password.
  - Select **Forgot User ID** and follow the steps to retrieve your user ID.
- 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.

Log In

User ID

Password

[Forgot Password?](#)

[Forgot User ID?](#)

Login

Don't have an account?  
[Create New Account](#) OR [Migrate Account](#)

## 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.
- Your company code is listed next to your user ID.

# On-Site Vaccine Clinic Guide



## Requesting a Contract Code:

Once logged in, select **Request Contract Code** in the upper right-hand corner 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 <https://scrxfu.com/CVsvaccinesOS.aspx> to sign the contract and provide you with the contract code.
- CVS utilizes ScriptClaim, a third-party vendor, to manage claims and payment 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 information.

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

If you selected either the Direct Bill or Hybrid Bill option, you will receive the vouchers in a separate email.

**CVSHealth** Vaccine Clinic Scheduler Logout

Active Clinics Past Clinics Clinic Report Request Contract Code Create Clinic Request RV ⚙️

1 2 3

### Contract Acknowledgement

In the next step of the process, you will be reviewing the terms and conditions of the program, including an agreement to pay fees if the number of vaccinations administered at the clinic does not meet the number of vaccinations entered in the clinic request form. This vaccination number is called the "Capacity Commitment." By way of example only, if you commit to 50 vaccinations to be administered at the clinic, but only 40 vaccinations are actually administered at the clinic, you will be charged a \$15 fee for each unused vaccination. In this case, the Unused Capacity Fee would be \$150.00 (10 x \$15.00).

If you would like to request a contract and have the authority to sign on behalf of your organization and bind your organization to the terms and conditions of the contract, you may proceed. If you do not have the authority to sign and bind your organization to a contract, please provide the link to this vaccine contracting portal to the appropriate party to sign a contract and obtain a contract code in order to proceed with a clinic request.

Yes, I agree

CVS/pharmacy Customer Service: [VaccineClinics@CVSHealth.com](mailto:VaccineClinics@CVSHealth.com)  
Chrome is the preferred web browser for optimal performance

# On-Site Vaccine Clinic Guide



## Submitting a Clinic Request:

Once you receive the contract code, log back into VCS. Select **Create Clinic Request** from the homepage or the upper right-hand corner to begin completing the clinic request form.

CVS Health Vaccine Clinic Scheduler

Logout

Active Clinics Past Clinics Clinic Report

Request Contract Code Create Clinic Request RV

Welcome!  
Schedule your on-site vaccine clinic today.

Create Clinic Request

CVS/pharmacy Customer Service: [VaccineClinics@CVSHealth.com](mailto:VaccineClinics@CVSHealth.com)  
Chrome is the preferred web browser for optimal performance

After entering the contract code, select **Single** or **Multiple** to create your clinic request(s). For single clinic requests, follow the directions on the next page. For multiple clinic requests, download the Multiple Clinic Request template and follow the directions on page 8 of this guide.

# On-Site Vaccine Clinic Guide



## Submitting a Single Clinic Request:

Continue to fill out the request form.

- **Clinic Contact Information** should be the Primary Contact that will answer logistical and/or billing questions. A Secondary Contact (optional) will receive the same e-mail notifications as the Primary Contact.
- **Clinic Location Information** is the location 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.
- **Clinic Request Details** 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 2 vaccines per appointment slot.
  - **Please note that the dates and times requested are not finalized until confirmed by your local Point of Contact.**
- Complete the **Requested Vaccines** fields with the total number of doses needed for each vaccine type.
  - The total number of requested vaccines must be equal to or greater than 48. This can be a combination of vaccine types.
    - For instance, you can request 24 flu vaccines and 24 COVID-19 vaccines to meet the requirement.
  - The total number of vaccines requested in this section becomes your Capacity Commitment. By entering the number of requested vaccines, you will be agreeing to pay fees if the number of vaccinations administered at the clinic does not meet the number of vaccinations entered in the clinic request form.
    - By way of example only, if you commit to 60 vaccinations to be administered at the clinic, but only 50 vaccinations are administered at the clinic, you will be charged a \$15 fee for each unused vaccination. In this case, the Unused Capacity Fee would be \$150 (10 x \$15).
- **Billing and Payment** section will be pre-populated based on the selection made during the contracting process.
  - Answer additional questions and enter insurance information if applicable.
- **Clinic Notes** section is available to leave a comment for your local Point of Contact.
- Review your information and click **Submit Request**.

# On-Site Vaccine Clinic Guide



## Submitting Multiple Clinic Requests:

Download and complete the Employer 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 2 vaccines per appointment slot.
  - **Please note that the dates and times requested are not finalized until confirmed by your local Point of Contact.**
- Complete the **Requested Vaccines** fields with the total number of doses needed for each vaccine type.
  - The total number of requested vaccines must be equal to or greater than 48. This can be a combination of vaccine types.
    - For instance, can request 24 flu vaccines and 24 COVID-19 vaccines to meet the requirement.
  - The total number of vaccines requested in this section becomes your Capacity Commitment. By entering the number of requested vaccines, you will be agreeing to pay fees if the number of vaccinations administered at the clinic does not meet the number of vaccinations entered in the clinic request form.
    - By way of example only, if you commit to 60 vaccinations to be administered at the clinic, but only 50 vaccinations are administered at the clinic, you will be charged a \$15 fee for each unused vaccination. In this case, the Unused Capacity Fee would be \$150 (10 x \$15).
- 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 local Point of Contact assigned to support your clinic request.

The local CVS Pharmacy team assigned to your clinic will call the Primary and/or Secondary Contact in order to confirm the request. During this confirmation phone call, please verify all clinic details, including total number of vaccines requested, 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), and total number 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 Point of Contact at a minimum of 48 hours prior to the clinic.**
  - This includes changes to date, time, location, and total requested vaccines.
  - Your organization is responsible for reviewing information in VCS and validating the accuracy of the total requested vaccines as is your **Capacity 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 [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.

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.

Changes to clinic date and time will require a new scheduling link. Use the steps above to resend the registration link from VCS.

If participants registered for appointments outside of the new clinic time, they will receive cancellation notices and will need to use the new link to re-register.

If you have chosen the Direct Bill (Voucher) option, provide your participants with the voucher information 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 local Point of Contact.

## Schedule dose

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.



### UAT TEST CLINIC MATT3

1901 PENNSYLVANIA AVENUE NORTHWEST, WASHINGTON, DC 20006

Thursday, April, 22, 2021

Select dose time:

04:00 PM	04:15 PM	04:30 PM	04:45 PM	05:00 PM	05:15 PM	05:30 PM
	05:45 PM	06:00 PM	06:15 PM			

Continue scheduling

[Cancel](#)

# 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. Click on “Active Clinics” to view your submitted clinic requests.
3. Select the clinic and select **Registered Participants** in the upper right-hand corner.

You can use the clinic roster to email your local Point of Contact to adjust your capacity 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 page 10 to resend the registration link from VCS.
- If participants registered for appointments outside of the new clinic time, they will 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 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. Unused Capacity Fee
2. Redeemed Vouchers

# On-Site Vaccine Clinic Guide



## Important Contacts:

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

For questions your local Point of 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 877-403-4919 (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.

For COVID-19: Remind participants to bring their CDC Vaccination Cards.

## 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 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 payment processor.

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

# On-Site Vaccine Clinic Guide



## Facility Requirements and Space Setup:

Clinic Team will arrive onsite 30-60 minute 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:** adequate number of tables and chairs (depending on clinic volume). 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, and a small trash can.
- **Observation Area:** required for COVID-19 vaccines only, requires 3 chairs per immunizer.

