eTrueNorth
Bridge Access Program

Step 1: Program Launch

- eTrueNorth confirms the pharmacy go-live date.
- Pharmacy team reviews program information so they can better assist uninsured and underinsured patients seeking no-cost COVID-19 vaccinations.
- Pharmacy must update their public display information on Vaccines.gov to indicate participation in the Bridge Access Program.

Step 2: Patient Registration

- The Bridge Access Program is intended to provide free COVID-19 vaccines to uninsured adults and adults whose insurance does not cover all COVID-19 vaccine costs.
- Patients visit www.COVIDAccess.com to register for a no-cost COVID-19 vaccine. Individuals with questions or needing assistance to register can call eTrueNorth Support staff at (800) 635-8611 or email support@eTrueNorth.com.
- Uninsured individuals are those eighteen years of age or older who, through pre-vaccination insurance discovery, do not have (i) active pharmacy benefit coverage or (ii) active medical coverage.
- Underinsured individuals are those eighteen years of age or older who are determined through insurance discovery to have valid medical or pharmacy benefits and for whom an adjudicated claim is returned with a cost-sharing or deductible amount to be collected from the patient at the time of service.

Step 3: Bridge Access Billing Process

- Patient presents to the pharmacy with a voucher containing billing information collected through registration at www.COVIDAccess.com.
- For uninsured individuals, use billing information provided on voucher as primary insurance to submit COVID-19 vaccine claim.
- For underinsured individuals, use billing information provided on voucher as secondary insurance to submit a COB claim when patient's primary insurance requires a copayment.
- For voucher examples with billing information, please see attached.
- For further details regarding reimbursement, please refer to your accounting team.

Step 4: Vaccination Administration

- Pharmacy staff administers commercially procured COVID-19 vaccine at no cost to the patient.
- Patients eligible for the Bridge Access Program should have no out-of-pocket cost for the COVID-19 vaccination.

FAQ for Pharmacies

1. How much is my reimbursement?

eTrueNorth is providing a vaccine services fee and reimbursement for the cost of the vaccine administered to uninsured individuals. The reimbursement is defined as the cost at which the manufacturer sells the dose to the wholesaler. Please refer to your contract for details on the services fee amount and any other payment information.

For underinsured individuals, you will be reimbursed the co-pay amount, which will vary depending on what is paid by the primary insurance.

2. How do I obtain vaccine once I join?

Pharmacies should obtain vaccines through their traditional commercial wholesaler or approved manufacturer.

3. Where can I learn more about the program?

https://www.cdc.gov/vaccines/programs/bridge/index.html

4. Am I able to utilize my standard pharmacy billing software? (e.g., Computer Rx)

Yes, pharmacies will use the billing information on the voucher to process the vaccine claim in their pharmacy dispensing system (PDS). The process will be the same as billing any other vaccine or drug through the PDS.

5. How will I determine if the patient is uninsured? Is verbal consent enough?

The pharmacist is not responsible for determining insurance status. The participant will visit www.COVIDAccess.com to register* for an account, select a location, and complete an eligibility assessment and questionnaire. That is where they will provide their insurance status and details and attest to being uninsured. When they complete this process, a voucher will be generated for eligible patients. This voucher contains billing information that the pharmacy will use to process the vaccine claim for a no-cost COVID-19 vaccine. The participant is instructed to present proof of voucher (print or electronic) at the pharmacy. * Patients without computer or smartphone access may call 1-800-635-8611 for assistance with registering.

6. Is this program limited to U.S. citizens?

Vaccines through the Bridge Access Program are available to all adults living in the U.S. who are 18 and older who are uninsured or whose insurance does not cover the full cost for the vaccine. We do not require identification other than what is collected at registration.

7. How do I bill for the vaccine?

The pharmacy will use the billing information on the voucher to process the vaccine claim in their pharmacy dispensing system (PDS). The process will be the same as billing any other vaccine or drug through the PDS.

8. When is my pharmacy ready to give vaccines through the Bridge Access Program?

Your pharmacy is not considered fully onboarded and live in the Bridge Access Program until the official "Go-Live" date designated in the welcome email from eTrueNorth. Any vaccines administered prior to your Go-Live date and without an eligible patient voucher generated through www.COVIDAccess.com will not be paid or reimbursed by eTrueNorth.

9. Do I need to report vaccinations to a third party?

Pharmacies are required to report all Bridge Access Program affiliated vaccinations to your state or jurisdiction vaccination registry.

10. Where can I find guidance on COVID-19 vaccine administration?

Guidance on COVID-19 vaccine administration specific to the Bridge Access Program is available on the CDC Bridge Access Program website. Additional information related to COVID-19 vaccine administration is available on the CDC website at the following links:

COVID-19 Vaccination Clinical & Professional Resources:

https://www.cdc.gov/vaccines/covid-19/index.html

Clinical Guidance on COVID-19 Vaccine Administration:

https://www.cdc.gov/vaccines/covid-19/clinical-considerations/interim-considerations-us.html

Vaccine Administration Protocols:

https://www.cdc.gov/vaccines/hcp/admin/admin-protocols.html

CDC COVID-19 Vaccination Program Provider Requirements and Support:

https://www.cdc.gov/vaccines/covid-19/vaccination-provider-support.html