



We know that you're concerned about protecting yourself and your family from the **seasonal flu**. As your health plan, we're committed to helping you understand what you can do to keep everyone healthy.

### **Prevention: What You Can Do**

According to the Centers for Disease Control (CDC), there are many simple ways to keep yourself and the people around you from getting these illnesses:

- **Get a seasonal flu shot.** The CDC recommends that everyone 6 months and older should get a flu vaccine every year. See below for information on what your health plan will cover and where to get your shots.
- **Cover your nose and mouth with a tissue when you cough or sneeze.** Throw away the tissue after you use it.
- **Wash your hands often with soap and water.** This is especially important after you cough, sneeze or shake hands.
  - Alcohol-based hand cleaners are also effective.
- **Avoid touching your eyes, nose or mouth.** Germs spread easily this way.
- **Try to avoid close contact with sick people.**
- **If you get sick with the flu, stay home from work or school.** Also limit contact with others to avoid giving them the flu.
- **Do not share personal items,** such as forks, spoons, toothbrushes and towels.

If you or a family member shows signs of the flu get in touch with your doctor right away for advice on what to do.

### **Access to Care: Vaccines for Influenza (Flu)**

The flu vaccine will be available by the end of September. Talk to your doctor about whether the flu vaccine is right for you and your family. If getting a flu shot is appropriate, get it as soon as you can.



### **Does my health plan cover flu shots?**

ConnectiCare covers flu immunizations you receive at a ConnectiCare participating doctor's office or at any participating community flu clinic. Some members may have a pharmacy benefit (called Express Scripts) through their employer and may receive a flu shot by a pharmacist at certain retail stores.

In addition to the seasonal flu shot, FluMist®, a nasal spray vaccine for the seasonal flu, is covered for members age 2-17; it is covered for members age 18-49 with prior approval from ConnectiCare.

For most members there is no copayment, coinsurance or deductible applied when the only reason for your doctor office visit is to get your flu shot or nasal spray vaccine. If you see your doctor for other reasons and also get a flu shot, any applicable copayment, coinsurance and deductible will apply. Please check your plan documents to determine if flu shots are subject to a deductible and/or coinsurance.

If you get your flu shot from a non-participating provider, you will be covered up to the usual and customary charge. You will need to send a copy of your receipt along with a completed **Out-Of-Plan Reimbursement Form** to the address located on the form. The form may be found at: <http://www.connecticare.com/members/globalFiles/forms/cc0027.pdf> (form is on-line) or call Member Services at 1-800-251-7722 (TDD/TTY 1-800-833-8134) 8 a.m. to 6 p.m., Monday-Thursday and Friday 8a.m. to 5 p.m., to request a form. If the provider bills you for any balance, it will be your responsibility.

### **Where can I get my flu shot?**

Contact your health care provider or go to any participating flu clinic. Remember to bring your member ID card with you when you go for your flu shot. In September, you can call our toll free number for the Flu Information Line at 877- 417-7929 (TDD/TTY 1-800-833-8134), 8a.m. to 8p.m., 7 days a week to speak with someone who can help you locate the nearest participating flu clinic.