

MARICOPA SCHOOL BASED PROGRAM - FAQ

Q. What vaccines are available at the school based immunization clinics?

A. The Novel H1N1 “Swine Flu” Vaccination and the Seasonal Influenza (“FLU”) Vaccinations (if it is available at the time of the H1N1 clinic).

Q. What type of H1N1 formulations of vaccine are available at the Arizona school based immunization clinics?

A. The type of H1N1 vaccine available at the Arizona school based clinics is dependent upon what is released by the CDC to the State and County each week. The current mix of H1N1 vaccine includes formulations that are either administered by injection or by nasal / inhalation.

Q. What types of Seasonal Flu formulations of vaccine are available at the Arizona school based immunization clinics?

A. Mollen Immunization Clinics purchases seasonal flu in the injection formulation for its community based clinics. We also receive seasonal flu from the AZ vaccine for the Vaccine for Children program (VFC) that includes both injection and nasal / inhalation formulations. In the school based immunization program, children that are covered under the Vaccine for Children’s program will have both vaccines available. Those children that are covered under a health insurance program will be administered the injection formulation that Mollen purchased direct.

Q. Which vaccine formulation, nasal mist or injection will be administered to my child in Arizona at the school based clinics?

A. Through a set of screening questions asked during the registration process, the formulation of vaccines that are available for each child is determined. The answer to these questions is used to ensure that each child is administered the appropriate vaccine. Typically we will have both vaccines available and administer both during the clinic based on parent’s responses to the pre-screening questions.

Q. Are Maricopa County children and teachers able to receive the seasonal flu vaccine at the same time as the H1N1 vaccination?

A. You have the option of signing your child up for both the H1N1 and seasonal flu vaccinations via the online enrollment. We will administer both vaccines provided supply is available for the seasonal vaccine at the time the school clinic takes place.

Q. Can I request the nasal spray instead of the vaccine administered through injection for my child at the Arizona school based program clinics?

A. We are unable to offer an option for one formulation or the other due to the limited amount of H1N1 vaccine that is available from Maricopa County to provide to our schools. The formulation administered through injection will be first utilized in those children who are unable to receive the nasal formulation due to a pre-existing condition or contraindication identified in the screening process. We are not guaranteed quantities of how much of either vaccine formulation that will be available to bring to each school. If there are any concerns about having your child vaccinated at school, please ask that they meet with their doctor for more information before signing up your child for a school based immunization.

Q. Will my child require a second dose of the vaccine?

A. Children that are under the age of 10 will require a second dose of the H1N1 vaccine approximately 1 month after the initial dose. Children under the age of 9 will require a second dose of the seasonal flu vaccine approximately 1 month after the initial dose.

Q. Where can the parents go to learn more about the H1N1 and seasonal flu vaccines?

A. For more information on H1N1 and seasonal flu vaccinations please refer to the PDF links listed below.

- [2009 H1N1 Influenza Vaccine Injection - What you need to know](#)
- [2009 H1N1 Influenza Vaccine Nasal Spray - What you need to know](#)

Q. If a parent does not have health insurance, what is the cost of the H1N1 vaccine for my child in Maricopa County?

A. There is no charge for uninsured children in Maricopa County for the H1N1 vaccination. Mollen Immunization Clinics and Maricopa County wish to ensure that all eligible children receive an H1N1 vaccination. There are limited supplies of the H1N1 vaccine available to uninsured children of economically disadvantaged families. We ask the parent to certify that they are uninsured and unable to pay for the vaccination administration fee and wish to apply for financial assistance for the H1N1 vaccination so that their child will receive the H1N1 vaccination at no charge.

Q. What is the price of the H1N1 vaccination in Maricopa County?

A. Most health insurance plans and all Arizona AHCCCS plans are accepted with no co-payment for the H1N1 immunizations. No child without insurance in Maricopa County will be denied the H1N1 vaccination based on their inability to pay or having no coverage under a healthcare plan.

- If your child is COVERED by a Health Insurance Plan that is NOT accepted by Mollen Immunization clinics, example CIGNA, you will be charged a \$15 administration fee. You may submit a copy of your receipt to your insurance company to seek reimbursement.

Q. What is the price of the SEASONAL FLU vaccination for the Arizona school based program?

A. Many AZ health insurance plans and Arizona AHCCCS plans are accepted by Mollen Immunization Clinics with no co-payment for the Seasonal Flu immunizations. There is a limited supply of seasonal flu from the Arizona's Vaccine for Children's program that is available to AHCCCS plan members at no charge. Additionally children without insurance and/or those whose insurance does not cover the seasonal FLU vaccine are eligible to receive VFC seasonal Flu vaccine while supplies last for a \$15 administration fee. For those individuals that are insured, but whose insurance is not accepted by Mollen, there is a \$25 charge for the seasonal Flu vaccination while supplies are available.

Q. Does my health insurance cover the H1N1 vaccination at the Arizona school based immunization clinic?

A. Most Health insurance plans are accepted. There is a complete listing at www.FluShotsUSA.com. There is also a complete listing integrated into the online registration process at www.FluShotsUSA.com/Schools.

Q. Who will provide the Immunizations for the Maricopa school based clinics?

A. Immunizations will be administered by Mollen Immunization Clinics in conjunction with Maricopa County Health Department and the School District. Mollen's professional nurses will administer the vaccine and program.

Q. Who will receive the Vaccinations?

A. H1N1 vaccinations for the Arizona school based clinics are restricted to students, teachers and administrators that attend or work at the school where the clinic is occurring.

Q. Can a parent pre-register their pre-school children who attend an early education program at the school that is conducting the Arizona school based immunization clinic?

A. Yes, so long as the child has been registered and we have the vaccine available for your preschooler at the time of the clinic. This is determined by the age of your preschool student and the authorized vaccine on hand during the event.

Q. Does my child have to be enrolled at the Arizona school to receive the vaccination?

A. Yes, H1N1 vaccinations for this event are restricted to students, administration and teachers that attend the Arizona school.

Q. How does a parent register his/her child for the vaccinations at the Maricopa County School?

A. To pre-register children for an H1N1 vaccination at their children's school they can follow the three simple steps outlined below:

1. Log onto: www.FluShotsUSA.com/schools
2. Select your school district and school and then enter information as prompted
3. Print out the confirmation / consent form for each of your children

Q. Is there an advantage to pre-registering my child online for the Arizona school based immunization program?

A. Yes there are many advantages for you and the school for pre-registering your child online for the school based immunization program. Parents that register their children for the school based immunization program online at www.FluShotsUSA.com/schools obtain the following advantages:

- It ensures that we can allocate the appropriate vaccine for each child prior to arriving.
- It provides the opportunity for the parent to review the information about the vaccines online and make an informed decision.

- By providing an email address, the parent will receive a record of their child's vaccination record for the immunization that they received at the school clinic.
- By pre-registering, the parent will be notified and reminded of the clinic date at their children's school.
- By the parent providing their children's physicians contact information we will send the physician a record of your children's vaccination that occurred at school.
- By registering online 48 hours in advance, the parent and school need not worry about the child bringing in their consent form.
- By registering online the parent can be assured that they have completed all the information necessary and required for our nurses to administering the immunization. This ensures that no child whose parent has requested an immunization is left out because of missing information or signatures, etc...
- The children that are registered online are grouped by grade and by class and their information required for our nurses are used to facilitate an efficient and quick administration of the vaccinations.
- The pre-populated student consent forms negate the front end screening process and time required to prepare the student to receive his/her immunization.

Q. Is there a cutoff for enrolling an Arizona student / teacher online for an immunization?

A. There is no cut off time for enrolling your student using the online registration process at www.FluShotsUSA.com/schools. However, if you register your child online less than 48 hours prior to the school clinic, you are required to have your child bring in a copy of his/her consent form that is generated as part of the online registration process. If you pre-register your child 48 hours in advance of the school clinic, the child is not required to bring in a copy of their consent form as the information is preprinted and sent to the school clinic.

Q. Will Mollen Immunization Clinics be able to provide vaccinations to Arizona students whose parents show up the day of the event and wish to complete the consent form at the time of the clinic?

A. On the day of the clinic we will have consent forms available for students and teachers that would like to receive the vaccination but were unable to complete the online registration in advance of the clinic. A Parent or Guardian will need to be present to complete and sign the child's consent form. The information must be reviewed and verified by the Mollen staff. Each district and or school will establish their own policy on when, where and how to manage this process within their school.

Q. What happens if I forget to print my child's consent form, how can he/she get a copy of it?

A. The student's patient consent form is not necessary if the child has been pre-registered 48 hours in advance of the scheduled school clinic. Upon the completion of the registration process,

if you have provided an email address during the registration process, an automated confirmation email is sent to you that contains a confirmation # and links to the website to reprint the consent form if necessary.

Q. What happens if I do not have a printer or if my printer is not functioning (no ink)? How can I obtain a copy of the consent form? Can it be emailed to me?

A. If you pre-register your child 48 hours in advance of the school clinic, your child is not required to bring in a copy of their consent form and does not need to have anything printed. If you pre-register your child less than 48 hours prior to the school clinic then the child will need to bring in a copy of his/her consent form signed by you. You may also choose to forward the automated confirmation email that you receive to a friend or relative who might be able to print the consent form for your child.

Q. If I pre-registered my child online, how will I know when my child's Maricopa County school clinic is going to be held?

A. You should be notified by your child's Maricopa County School of the clinic date and times, as they are determined. If you have provided an email address during the registration process, you will also receive an automated email notification from Mollen Immunization Clinics confirming the school clinic date.

Q. If I have several children that attend an Arizona school, is there a fast way to register each?

A. Yes, we have developed an easy enrollment process for families with multiple children through our online pre-registration process at www.FluShotsUSA.com/Schools

Q. Why do I have to provide a credit card number during the online registration process, isn't the H1N1 vaccine free?

A. It's true that the H1N1 vaccine has been provided by Maricopa County but the administration cost required to deliver the vaccination is not free. In many cases this cost is covered; either partially or fully, by your insurance plan. This is why Mollen Immunization Clinics requires a credit/debit card for use in the event that your insurance information is incorrect or invalid, or if the plan requires a co-payment. A credit card or debit card with the MasterCard or Visa logo is required. The credit/debit card will only be charged the balance if the insurance does not fully cover the cost of the immunization(s) and will not be charged until after the vaccine(s) has been administered.

Q. What if I want to pay with cash?

A. We are currently accepting credit cards (MC/Visa/AE/Discover) or MC / Visa Debit cards for self-pay in addition to insurance through the online registration process. If the school districts offer an additional option to complete a paper consent form and self-pay is required, then; cash, check or charge cards are acceptable. If insurance or an AHCCCS plan is selected, and the parent is not present, then a photo copy of the insurance card (front and back) needs to be accompanied with the student's paper consent form.

Q. If I provide Debit or Credit Card information and my child is not eligible for the vaccination, how do I remove my Debit or Credit card information from the database?

A. Please refer to the privacy policy on www.FluShotsUSA.com/overview/C124 that explains how your information is private and protected. If you still want your card information removed, please send a formal letter request with your name (as it appears on the card), address and phone number and explanation of what you would like to have removed to:

Mollen Immunization Clinics

Attention Accounts Payable
8328 E. Hartford Drive
Scottsdale AZ 85255

Q. Where can I go to learn more about Mollen Immunization Clinics and its privacy policies?

A. Mollen Immunization Clinics has served the community for twenty consecutive years. Our Privacy and Ethics policy is posted on our website at: www.flushotsusa.com/overview/C124

Q. What if I do not feel comfortable filling out the information to get my child vaccinated online and instead would like to attend the pre-scheduled event at my child's school and fill out a consent form onsite. Is this allowed and if so, how do I proceed?

A. The majority of parents register their children online for the school based immunization program. With the approval of the District / School, we will offer paper student consent forms for those parents who are unable to complete the registration online. You will need to fill out and sign the student consent form and provide payment and/or insurance information. The School Administration will determine if you will be permitted to attend the school clinic event with your child or not. We will be prepared to vaccinate students with both online consent forms and paper consent form authorization.

Q. What if I do not have an email address?

A. Providing an email address during the online registration process is extremely helpful and key to the way that Mollen provides you with information regarding the clinic and the vaccination records. If you select that you do not have an email, you will still be able to register your child for the school based immunization clinic scheduled at your child's school, but you will not be able to receive any email notifications without an email address. We strongly encourage you to sign up for a free email address prior to registering online to take advantage of the program.

Q. Is online registration available in Spanish?

A. Yes, the online registration process is currently available in both English and Spanish. Select the language drop down box in the upper right hand corner of the login page at www.FluShotsUSA.com/schools