Appendices

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Standard Client Survey (Pilot Phase)

LOCAL PUBLIC HEALTH AGENCY NAME	VISIT DATE

HOW OLD IS THE INDIVIDUAL REQUESTING VACCINE TODAY?

❑ Child (0-10 years old)   ❑ Adolescent (11-18 years old)   ❑ Adult (19 years and older)

WHAT IS THE INDIVIDUAL'S COUNTY OF RESIDENCE?

WHY WAS THE LOCAL PUBLIC HEALTH AGENCY CHOSEN TO GET A VACCINE? (CHECK ALL THAT APPLY)

❑ Location

❑ Clinic Hours

❑ Cost / Free Vaccine Available

❑ Higher Quality of Care

❑ The individual has no primary care provider.

❑ The individual's primary care provider does not offer vaccines.

❑ No appointment was available at the individual's primary care provider.

❑ Other: _____

WHAT KIND OF INSURANCE DOES THE INDIVIDUAL CURRENTLY HAVE? (CHECK ALL THAT APPLY)

❑ Medicaid

❑ Medicare

❑ Uninsured

❑ Underinsured (Insurance does not cover immunizations)

❑ Private Insurance – Name of Insurance Company: _____

❑ Other: _____

Standard Client Survey (Pilot Phase) *continued*

WAS THE INDIVIDUAL IMMUNIZED TODAY?

❑ No, client was not immunized today.

❑ Yes, client was immunized today

If Yes, select vaccine source:

❑ VaxCare

❑ Vaccines for Children Program

❑ Section 317

❑ Private Purchase

❑ Other: _____

Standard Client Survey (Implementation Phase)

TODAY'S DATE

IDENTIFY THE PAYER

☐ **Commercial Insurance**

☐ AARP Secure Horizons   ☐ Harmony / Well Care

☐ Aetna   ☐ Healthcare USA

☐ Anthem Blue Cross Blue Shield   ☐ Healthlink

☐ Assurant   ☐ Mail Handlers Benefit Plan

☐ Blue Cross / Blue Shield Federal First Health   ☐ Meritain Health

☐ Blue Cross / Blue Shield of Kansas City   ☐ Mercy

☐ Blue Cross / Blue Shield of Missouri (Wellpoint/Anthem)   ☐ Missouri Care

       ☐ Three Rivers Preferred

☐ ChampVa   ☐ Tri Care

☐ Choice Care / Humana   ☐ United Healthcare

☐ Cigna   ☐ United Healthcare / Tricare

☐ Coventry Health Care   ☐ Other _____

☐ Golden Rule

☐ **Medicaid**

☐ **Medicare**

☐ **Private Pay / Client Billed Directly**

☐ **Uninsured**

☐ **Underinsured (insurance does not cover immunizations)**

☐ **Write-Off**

DID THE CLIENT VISIT THE CLINIC FOR IMMUNIZATION SERVICES?

☐ Yes   ☐ No

DID THE LPHA BILL THE PAYER FOR THE IMMUNIZATION SERVICE?

☐ Yes   ☐ No

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Physicians Buying Groups

Group Purchasing Contact Information

Company	Contact Name	Contact Information
Sanofi and Merck	Connie Antal	conniea@slmg.net
GlaxoSmithKline (GSK)	Michelle Twidwell	573.233.2076 michelle.x.twidwell@gsk.com
PedsPal Group Purchasing		877.923.2233 www.pedspal.org
Moore Medical LLC	Aurora Tomlin	800.234.1464, Ext. 5413 atomlin@mooremedical.com

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Standard Cost Analysis

LOCAL PUBLIC HEALTH AGENCY NAME	DATE

MONTH	COST TO BILL 3RD PARTY INSURANCE*	COST OF LPHA PURCHASED VACCINE	# DOSES BILLED	TOTAL AMOUNT BILLED	TOTAL COLLECTED	PROFIT / LOSS
November	$	$		$	$	$
December	$	$		$	$	$
January	$	$		$	$	$
February	$	$		$	$	$
March	$	$		$	$	$
April	$	$		$	$	$
May	$	$		$	$	$
June	$	$		$	$	$
July	$	$		$	$	$
August	$	$		$	$	$
September	$	$		$	$	$
October	$	$		$	$	$
November	$	$		$	$	$

*Include all salaries, benefits and other pertinent costs except vaccine, regardless of funding.

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Piloted Billing Models Contact Information

Availity/HeW

10752 Deerwood Park Blvd, Suite 110
Jacksonville, FL 32255
Contact: Inside Sales Team
1.877.732.5633, Option 2
insidesales@availity.com

Emdeon One (Purchased by Change Healthcare)

3055 Lebanon Pike, Suite 100
Nashville, TN 37214
Contact: Tim Gallaher, Sales Executive
804.325.1775
tgallaher@changehealthcare.com

TransactRx

5146 W. Whispering Wind Drive
Phoenix, AZ 85310
Contact: Fabi Carmona, Customer Care Supervisor
866.522.3386
623.806.8829 (direct line)
fcarmona@transactrx.com
Contact: Andrea Seratte, Executive Vice President
866.522.3386
623.434.4628, Extension 2001
aseratte@transactrx.com
www.transactrx.com

Harris Public Health Solutions (Formerly Upp Technology)

Mitchell & McCormic, Inc
2165 West Park Court, Suite G
Stone Mountain, GA 30087
Contact: Aymsley Upp, Director, Revenue Cycle Management
630.408.7863
aupp@harriscomputer.com

VaxCare

4401 S. Orange Avenue, Suite 117
Orlando, FL 32806
Contact: Brian Oestreich, Regional Marketing Director
314.960.0112
boestreich@vaxcare.com
www.vaxcare.com

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Missouri Private Health Insurance Company Contacts

Please note this directory is a culmination of contacts received from multiple sources. The individuals listed have been contacted by the BI, LPHAs or billing models to obtain contracts for private / commercial insurance billing.

Insurance Company	Contact Name and Title	Contact Information
Aetna	Cheryl Danforth, Provider Relations Representative	330.659.8084 888.632.3862 DanforthCA@aetna.com
Anthem Blue Cross and Blue Shield	Heather Burch, Provider Relations Representative	314.923.4362 Heather.Burch@anthem.com
Blue Cross and Blue Shield of Kansas City	Marsha Yarnell, Provider Relations Representative *(Eastern Jackson County)*	816.395.3909 Marsha.Yarnell@BlueKC.com
	Dena Roberts, Provider Relations Representative *(Andrew, Atchison, Buchanan, Caldwell, Clinton, Daviess, DeKalb, Gentry, Grundy, Harrison, Holt, Livingston, Mercer, Nodaway and Worth counties)*	816.395.3210 Dena.Roberts@BlueKC.com
	Carla Jensen, Provider Relations Representative *(Clay and Ray counties)*	816.395.3944 Carla.Jensen@BlueKC.com
	Jennifer Reese, Provider Relations Representative *(Platte and Western Jackson County)*	816.395.3902 Jennifer.Reese@BlueKC.com
	Katrina Taggart, Provider Relations Representative *(Cass, Johnson and Lafayette counties)*	816.395.3946 Katrina.Taggart@BlueKC.com
	Deb Armenta, Provider Relations Representative *(Bates, Benton, Carroll, Henry, Pettis, Saline, St. Clair and Vernon counties)*	816.395.3963 Deb.Armenta@BlueKC.com
Blue Cross and Blue Shield of Missouri (Wellpoint/Anthem)	Sandra Volner, Provider Relations Representative	314.923.4599 Sandra.Volner@bcbsmo.com
Cigna (Kansas City Area)	Jennifer Crader, Provider Relations Representative	913.323.2676 Jennifer.Crader@cigna.com
Cigna (St. Louis & Central Area)	Daniel Brawley, Provider Relations Representative	314.290.7327 Daniel.Brawley@cigna.com
Core Source	Provider Relations Representtive	800.990.9058

Insurance Company	Contact Name and Title	Contact Information
Coventry Health Care of Missouri (Merged with Aetna) – Eastern Missouri	Provider Relations Representative	800.755.3901
Coventry Health Care of Missouri (Merged with Aetna) – Western Missouri	Leon Nelson, Provider Relations Representative	913.202.6117 LNelson@aetna.com
Cox Health Center	Kelley Bolton, Provider Relations Representative Amanda Rash, Provider Relations Representative	417.269.7045 Kelley.Bolton@coxhealth.com 417.269.7061 Amanda.Rash@coxhealth.com
First Health (Coventry/Aetna)	Provider Relations Representative	800.247.2898 PDSDallas@aetna.com
Golden Rule (Now United Healthcare)		
Great West Casualty Company	Provider Relations Representative	402.494.2411 800.228.8602
Group Health Plan (Now Coventry Health Care of Missouri)		
Harmony/WellCare	Provider Relations Representative	800.608.8158 Use website for questions or assistance
Healthcare USA (Now Aetna)		
HealthLink	Provider Relations Representative	314.925.6000 or 800.624.2356 www.healthlink.com
Home State Health	Dawn Lukacina, Provider Relations Representative	314.780.1421 Dlukacina@homestatehealth.com
Humana	Denise Doering, Provider Relations Representative	913.217.3346 Ddoering@humana.com
Meritain Health	Provider Relations Representative	314.889.2100 800.776.2452 providerservicehealth@meritain.com
Missouri Care/WellCare	Provider Relations Representative	573.441.2100 800.322.6027 www.missouricare.com

Missouri Private Health Insurance Company Contacts *continued*

Insurance Company	Contact Name and Title	Contact Information
Secure Horizons (Now United Healthcare of Midwest)		
TriCare	Yvonne Dawson, Provider Relations Representative	314.592.7334 Yvonne_T_Dawson@uhc.com
TriCare (Northwest Missouri)	Patty Snider, Provider Relations Representative	913.802.5633 877.842.3210 Patty_Snider@uhc.com
United Healthcare of the Midwest (Includes UMR)	Traci Leathers, Provider Relations Representative	800.627.0687 Traci_Leathers@uhc.com
United Mine Workers Health & Retirement Funds	David Gildart, Provider Relations Representative	804.335.1903 Dgildart@umwafunds.org

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LPHA Identified Barriers and Solutions

Through monthly conference calls and/or routine communication with the pilot agencies, the BI collected barriers (along with available solutions) that were encountered during the projects. Below is a summary of the primary barriers and the recommended solutions identified through the LPHA Billing Pilot Projects.

Barrier: Convincing a private/commercial insurance carrier to contract with an LPHA.
Solution: The Department of Insurance, Financial Institutions and Professional Registration (DIFP) recommends that LPHAs gather data on the number of individuals served in the community and the number of employers that use their coverage (if available). Approach insurance carriers with this data and the concept and benefits of "one-stop shopping." Many times with insurance companies it requires education, persistence and talking to the right person. If you serve a rural area with limited health care resources, provide data relating to physician-to-population ratio, and the lack of or limited number of hospitals, Federally Qualified Health Centers, and Rural Health Clinics available. If LPHAs are unsuccessful with the person they initially speak with, ask who else in the chain of command you can speak with to sell your cause. Work your way up the chain of command, if necessary.

Barrier: Many of the pilot agencies without a physician on staff encountered difficulties when setting up contracts with private insurance companies.
Solution: An Insurance Summit was held in July 2013, through which the BI and the LPHAs were able to network with Missouri insurance companies. Some of the insurance companies have modified their contracts in order to better serve the LPHAs who do not have a physician on staff. In an effort to avoid wasted LPHA staff time and frustration, the BI provided the pilot LPHAs with a listing of insurance company contacts so that they may begin contract discussions with the proper insurance company staff. This Missouri insurance company contact listing is included in the Appendices of this toolkit. Some of the pilot agencies who were having trouble getting contracts in place also contacted other LPHAs who already had established contracts. The agencies with contracts in place were able to provide those without contracts with contact information and tips on how to successfully obtain contracts. Many of the pilot agencies who needed insurance company contracts were able to get them in place prior to the end of the pilot projects.

Barrier: Under certain billing models, some of the LPHAs were unable to bill all local insurance companies.
Solution: Research the various billing models that are available to determine which one will work the most effectively for your agency. Some of the pilots were able to contact the billing model and encourage them to add certain carriers that were not available through their system.

Barrier: Some of the LPHAs reported that they lack funds for the up-front cost of vaccines.
Solution: Research various funding opportunities available in your specific area. Conduct a cost analysis to ensure that billing third-party payers will result in a profit for the agency. Research what options are available through the individual vaccine companies, as some companies have a payment schedule that is public health agency friendly. Also, consider obtaining group purchasing discounts offered through Physicians Buying Groups. Explore the possibility of sharing vaccine with a neighboring county to help offset the vaccine cost. (Note: LPHA's insurance policies may only cover refrigeration equipment and not the contents. An endorsement to your policy may need to be added to cover your vaccine inventory.)

Disclaimer: This section contains information that was originally submitted by pilot LPHAs and has been summarized by the BI for relative context.

LPHA Identified Barriers and Solutions *continued*

Barrier: Privacy for clients when explaining possible charges to health insurance.
Solution: Pilot agencies found that working in a separate clinic room is the best solution to this barrier.

Barrier: System issues when checking patient eligibility (VaxCare).
Solution: Contact the insurance company by phone using the phone number on the individual company's web site, which will direct the call to an operator who will be able to check eligibility. Do not use the 800 number on insurance cards.

Barrier: Determining which insurance companies to contract with.
Solution: Conduct research within the agency's jurisdiction to determine the most popular insurance companies being used by residents. One way to collect the information is through a survey of clients.

Barrier: Time consuming city and/or county legal department review of insurance contracts.
Solution: If this is a required process, the agency should follow up with the city and/or county office frequently regarding the status of the contract. Ensure the legal department knows that the contract must be in place before billing can begin and any delays in the contract review will cause delays in the LPHA's ability to bill private / commercial health insurance.

Barrier: Agency staff's lack of knowledge of billing process.
Solution: Utilize training offered by the selected billing model. Contact other LPHAs to discuss procedures and best practices. Refer to the DHSS "Billing Plan Toolkit for Local Public Health Agencies" for general process guidance and resources.

Barrier: Additional time needed for patient intake.
Solution: Develop protocols that will assist staff in streamlining the patient intake process. Examine the possibility of collecting insurance information when appointments are scheduled.

Barrier: VaxCare does not offer a specific vaccine.
Solution: Contact VaxCare and request they begin offering the vaccine. They will review whether or not there is a sufficient need for the vaccine and may or may not add it to their list of available vaccines.

Barrier: Resolving payment disputes when a client is both Medicaid and Medicare eligible. Both programs deny payment claiming the other provider is responsible for payment.
Solution: Claims should be filed with Medicare first. If Medicare denies the claim, then submit the claim to Medicaid with the Medicare explanation of why the benefits were denied. If the Medicaid claim is denied, contact their Provider Relations office at 573-751-2896 to clarify why the denial occurred, and how it can be resolved. Utilize the Medicare Advantage program and/or the Centers for Medicare and Medicaid (CMS) Secure Net Access Portal (C-SNAP) to verify Medicare information. You must be a Medicare provider to register and receive information from C-SNAP. The link is https://www.medicareinfo.com/apps/cms/home.do. *Another link helping with Medicare denials is* http://www.wpsmedicare.com/j8macpartb/claims/claims-tools/rejected-claim-tool.shtml.

Additional Internet Resources

There are many resources available to LPHAs who are interested in billing Medicaid, Medicare and private / commercial insurance. Below are links to various web sites and documents that may be helpful when developing and implementing a medical billing system within an LPHA.

Resources for Vaccine Coding and Billing, National Adult and Influenza Immunization Summit, izsummitpartners.org/naiis-workgroups/access-provider-workgroup/coding-and-billing/resources/

Top Questions on Coding and Billing for Vaccines: Avoiding Common Errors, National Adult Influenza Immunization Summit, izsummitpartners.org/naiis-workgroups/access-provider-workgroup/coding-and-billing/top-questions/

Easy guide to coding to collect what you are owed Modern Medicine Network, Medical Economics medicaleconomics.modernmedicine.com/medical-economics/news/keys-coding

Illinois Public Health Association's Billing Best Practices White Papers and Training Webinars, ipha.com/news/post/20/local-health-department-billing

>   Immunization Credentialing and Contracting for Public Health Departments ipha.com/news/post/418/immunization-billing-project-releases-white-paper-immunization-credentialing-and-contracting-for-public-health-departments

>   Impact of HIPAA on Public Health – Now ipha.com/news/post/208/archived-webinar-impact-of-hipaa-on-public-health-part-1-and-2

>   Gearing up for Meaningful Use – A Public Health Perspective ipha.com/news/post/565/immunization-billing-project-white-paper-gearing-up-for-meaningful-use-a-public-health-perspective

>   Immunization Billing for Public Health ipha.com/news/post/336/immunization-billing-for-public-health-white-paper-released

>   Common Medical Billing Mistakes and Solutions: A Local Health Department Perspective ipha.com/news/post/557/immunization-billing-project-releases-white-paper-lhd-billing-mistakes-and-solutions

>   Medical Billing Audits for LPHAs ipha.com/content/uploads/Medical%20Billing%20Audit%20White%20Paper.pdf

American Academy of Pediatrics – contains information regarding immunizations for both parents and health care providers. The health care provider information includes resources on vaccine financing that may provide guidance during the development stages of a billing system. aap.org/immunization/index.html

Centers for Disease Control and Prevention (CDC) Immunization Billables Project – offers information regarding the CDC Billables Project and provides additional billing resources for LPHAs. cdc.gov/vaccines/programs/billables-project/index.html

Additional Internet Resources *continued*

Centers for Medicare and Medicaid (CMS) – provides information regarding what immunizations are covered for Medicare clients along with additional Medicare immunization resources.
cms.gov/medicare/prevention/immunizations/

Centers for Medicare and Medicaid (CMS) ICD-10 – email updates, sign up at
https://subscriptions.cms.hhs.gov/accounts/USCMS/subscriber/new

CMS Medicare Billing: 837P and Form CMS-1500 fact sheet – provides information regarding the 837P standard format for transmission of electronic claims as well as the form CMS-1500 used for paper billing.
cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/downloads/form_cms-1500_fact_sheet.pdf

CMS Quick Reference Information: Medicare Immunization Billing – provides information on Medicare immunization procedure codes and descriptions as well as FAQs.
cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/downloads/qr_immun_bill.pdf

CMS Quick Reference New Medicare Provider – provides information for new Medicare providers.
cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/downloads/Quick_Reference_New_Provider.pdf

CMS Vaccine Payments under Medicare Part D fact sheet – provides information regarding what immunizations may be covered by Medicare Part D.
cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/Vaccines-Part-D-Factsheet-ICN908764.pdf

MO HealthNet Local Public Health Agency Billing Book – provides information to help LPHAs submit claims correctly to MO HealthNet.
dss.mo.gov/mhd/providers/education/health/healthmanual.pdf

Missouri Medicaid (MO HealthNet) Provider Enrollment FAQs – provides answers to some of the most frequently asked questions regarding MO HealthNet provider enrollment.
mmac.mo.gov/providers/provider-enrollment/providersprovider-enrollmentprovider-enrollment-faqs/

MO HealthNet Provider Enrollment Guide – provides information on how to become a Missouri Medicaid (MO HealthNet) provider.
https://peu.momed.com/peu/momed/presentation/providerenrollmentgui/Internetman121103.htm

MO HealthNet Frequently Asked Questions for Providers – provides a list of frequently asked questions for MO HealthNet and Mo HealthNet fee-for-service providers.
dss.mo.gov/mhd/faq/pages/faqprov.htm

Additional Internet Resources *continued*

MO HealthNet Puzzled by the Terminology? A Guide for Providers – provides a quick overview of the MO HealthNet program.
dss.mo.gov/mhd/providers/pdf/puzzledterm.pdf

National Association of County & City Health Officials' Billing for Clinical Services – provides a large amount of information and resources regarding LPHA medical billing including various billing toolkits from other states.
archived.naccho.org/topics/hpdp/billing/

Railroad Medicare PTAN (Provider Transaction Access Number) Request Form for electronic submitters developed by Palmetto GBA. Palmetto is the Railroad Specialty Medicare Administrative Contractor that processes Part B claims for Railroad Retirement beneficiaries nationwide. The electronic form can be found at http://www.palmettogba.com/Palmetto/Providers.Nsf/files/Railroad_Medicare_PTAN_Request_Form.pdf/$File/Railroad_Medicare_PTAN_Request_Form.pdf

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References

Acknowledgements

The Missouri Department of Health and Senior Services' (DHSS) Division of Community and Public Health's Bureau of Immunizations (BI) gratefully acknowledge the assistance of:

- Centers for Disease Control and Prevention (CDC)
- Missouri Department of Health and Senior Services' Center for Local Public Health Services (CLPHS)
- Missouri Department of Insurance, Financial Institutions and Professional Registration (DIFP)
- Missouri Association of Local Public Health Agencies (MOALPHA)
- Missouri Department of Social Services' (DSS) MO HealthNet Division (MHD)

Missouri Billing Plan Stakeholder Workgroup

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Paula Childs – St. Charles County Department of Community Health and the Environment
Julie Creach – DSS, MHD
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Judy Hale – St. Francois County Health Center
Kelly Horwitz – Former LPHA staff of Jefferson County Health Department
Becky Hunt – Madison County Health Department
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Kay Kertz – Former LPHA staff of Ste. Genevieve County Health Department
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Marie Peoples – Former LPHA staff of Cole County Health Department
Brenda Phillips – Cape Girardeau County Public Health Center
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Wanda Sadler – former staff of BI
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Cathy Sullivan – former staff of BI
Ellen Sullivan – Lincoln County Health Department
Daviene Wade – Callaway County Health Department
Carma Wheeler – Howell County Health Department

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Valerie Schmidt – Former staff of BI
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Acknowledgements *continued*

Billing Plan Pilot Agencies

Callaway County Health Department
Cape Girardeau County Public Health Center
City of St. Joseph Health Department
Clay County Public Health Center
Cole County Health Department
Columbia-Boone County Department of Public Health and Human Services
Dunklin County Health Department
Hickory County Health Department
Howell County Health Department
Jasper County Health Department
Jefferson County Health Department
Lafayette County Health Department
Livingston County Health Center
Madison County Health Department
McDonald County Health Department
Nodaway County Health Center
Pettis County Health Center
Pike County Health Department
Reynolds County Health Center
St. Charles County Department of Community Health and the Environment
St. Francois County Health Center
Ste. Genevieve County Health Department
Stone County Health Department
Tri-County Health Department (Worth, Gentry, DeKalb)
Vernon County Health Department

Implementation Project Agencies

Audrain County Health Department
Bollinger County Health Center
Cass County Health Department
Clark County Health Department
Clay County Public Health Center
Dade County Health Department
Dallas County Health Department
Gasconade County Health Department
Iron County Health Department
Kansas City Health Department
Knox County Health Department
Lafayette County Health Department
Lawrence County Health Department
Madison County Health Department
McDonald County Health Department
Mississippi County Health Department
Pemiscot County Health Department

Acknowledgements *continued*

Implementation Project Agencies *continued*

Polk County Health Center
Putnam County Health Department
St. Francois County Health Center
Shannon County Health Center
Stone County Health Department
Tri-County Health Department (Worth, Gentry, DeKalb)
Washington County Health Department
Wayne County Health Center
Wright County Health Department

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June 2017

Missouri Department of Health and Senior Services
Bureau of Immunizations
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