



February 2022

MPM Provider Quality Newsletter

To access the materials referenced in this newsletter, go to:
www.medpointmanagement.com/provider-resources

- > Click on "Quality Management Information" and then "2022 Quality Newsletters."
- > All materials are listed in one PDF document.
- > Please also note that MedPOINT's Reference Guides are available under "HEDIS Documents."

QM Bulletin Board – Question of the Month

MedPOINT Management (MPM) wants to hear from you! Please visit our discussion board at <https://qualitypoint.medpointmanagement.com> and give your feedback to this month's question:

What is your office doing to prepare for this year's CAHPS survey?

If you have other questions and would like input from other providers/ health centers in MedPOINT managed groups, you can post your question using the same link above. Check out the other resources available to you while you're there. We look forward to some great discussions!

New Cozeva Training Opportunities!

Beginning in February, MedPOINT will begin offering Cozeva Training Webinars. These training sessions will offer users the opportunity to get familiar with the Cozeva platform. During training, users can expect to learn about Cozeva's functionality in order to assist each practice's Quality Improvement efforts. We encourage all users to join to gain confidence in navigating this valuable tool and to benefit from Cozeva's Quality data insights. **Interested?** Please email cozevasupport@medpointmanagement.com to be included in future webinar invitations.

Measurement Year 2022 data is now available in Cozeva. Effective 3/1/2022, Cozeva will default to MY2022.

New Nutrition Program

Findings from the 2021 LA Care Population Needs Assessment, which included member data from Blue Shield Promise, revealed:

- **31%** of members of who completed an online Health Appraisal reported consuming less than one daily serving of fruits and vegetables
- Only **51.2%** of members on the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey reported their doctor spoke with them about eating healthy foods

As your patients' trusted source of health information, you can help influence their food choices. Here are some tips you can share with them to help them choose fruits and vegetables more often:

- Make half your plate fruits and vegetables
- Focus on whole fruits instead of juices
- Vary your veggies
- Eat fruits and vegetables as snacks and add them to your meals.

For more information on talking to your patients about healthy eating routines, please visit www.dietaryguidelines.gov/professional-resources and select Nutrition Conversation Starters. BSC Promise

can help your patients learn more about healthy nutrition. Your BSC Promise patients can enroll in their free virtual health education classes by calling their Customer Care Department (**LA County: 800-605-2556 and SD County: 855-699-5557**) or calling the Health Education Department directly at **323-827-6036**. Classes are available in English, Spanish, Cantonese, and Mandarin.

Improving Patient Experience: Patients as Consumers

As healthcare continues to embrace patient-centered care strategies, industry stakeholders have begun to focus on improving the patient experience. Although important, the patient experience does not start and end with quality treatment and patient safety. While providers should place an emphasis on healing the patient and patient safety, there are other components of the patient experience providers should bear in mind.

Some healthcare professionals choose to model their patient experience efforts after retail experiences. When a consumer shops in a clothing store, they are not only looking for quality goods, but also for respect from sales associates and products that suit their style. The same concept prevails in healthcare, according to Peter S. Fine, FACHE, President and CEO of Banner Healthcare. "Healthcare organizations will need to live up to a new service expectation if they want to continue to win the business of their service savvy customers."

As patients bear more out-of-pocket healthcare expenses, they will become choosier about where they access treatment. Healthcare organizations that

deliver a consumer-centric experience will be more likely to keep those patients happy — and returning should they need care again — than organizations that do not practice consumer-centric healthcare.

HEDIS Credit for Well-Care Visits is Easier Than You Think

Did you know that when the new HEDIS pediatric well-care measures debuted in 2020, the visit documentation requirements also changed? NCQA no longer specifies the required components of a well-care visit. Instead, the documentation must match the CPT or ICD10 code definition (see chart). If the visit matches the code definition for **CPT 99381-99395** (equivalent to a CHDP health assessment), submit that CPT code to receive HEDIS credit. If the visit includes a significant component of well-care but does not meet the full definition for **CPT 99381-99395**, submit office visit **CPT 99202-99215** together with a matching well-care ICD10 Z-code to receive HEDIS credit. The preferred documentation has the ICD10 Z-code plus the code definition printed in the assessment/plan where it can be easily seen by reviewers. Alternatively, a key phrase like "preventive care," "wellness visit," "well care," "well child," or "routine health examination" should be included, along with a notation if there are abnormal findings. As a reminder, the new HEDIS well-care measures are W30 (6 well-care visits in the first 15 months, plus 2 more by 30 months) and WCV (annual well-care for those turning 3 years through 21 years during the measurement year). Reaching the national 50th percentile is a statewide goal.

Code*	Age on DOS	Code Definition
99381	<1 year	Initial comprehensive preventive medicine evaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, new patient
99382	1-4+ years	
99383	5-11+ years	
99384	12-17+ years	
99385	18-39+ years	
99391	<1 year	Periodic comprehensive preventive medicine reevaluation and management of an individual including an age and gender appropriate history, examination, counseling/anticipatory guidance/risk factor reduction interventions, and the ordering of laboratory/diagnostic procedures, established patient
99392	1-4+ years	
99393	5-11+ years	
99394	12-17+ years	
99395	18-39+ years	

If Well-Care was addressed but the full Code Definition above was not met, use CPT 992xx + ICD10 Z-code:

Z00.00	18+ years	Encounter for general adult medical examination without abnormal findings
Z00.01	18+ years	Encounter for general adult medical examination with abnormal findings
Z00.110	<8 days	Health examination for newborn under 8 days old
Z00.111	8-28 days	Health examination for newborn 8 to 28 days old
Z00.121	<18 years	Encounter for routine child health examination with abnormal findings
Z00.129	<18 years	Encounter for routine child health examination without abnormal findings
Z02.5	Any	Encounter for examination for participation in sport

*The following codes are in the HEDIS Well-Care value set but are not commonly used: 99461, G0438, G0439, S0302, S0610, S0612, S0613, Z00.2, Z00.3, Z01.411, Z01.419, Z76.1, Z76.2

February is American Heart Month

Heart disease is a leading cause of death for both men and women in the United States. Most middle-aged and young adults have one or more risk factors for heart disease, such as diabetes, high blood pressure, high cholesterol, or being a smoker or overweight. Having multiple risk factors increases the risk for heart disease. But, did you know that people who have close relationships at home, work, or in their community tend to be healthier and live longer? One reason, according to the National Heart, Lung, and Blood Institute (NHLBI), is that we're more successful at meeting our health goals when we work on them with others.

Be sure to talk to your patients about these heart-healthy lifestyle tips to protect their hearts. Patients should know that it will be easier and more successful if they work on them with others, including by texting or phone calls, if needed.

- Be more physically active.
- Maintain a healthy weight.
- Eat a nutritious diet.
- Quit smoking.
- Reduce stress.
- Get 7-8 hours of quality sleep.
- Track your heart health stats.

Resources

- **24-Hour Non-Emergency Medical Transportation to Medi-Cal Members** - Please see the attached Provider Update from Health Net for more information on how to help patients who need a ride to pharmacies and urgent care (dual risk).

- **Submit Social Determinants of Health Data on Your Claims or Encounters** - Please see the attached Provider Update from Health Net for more information on how to identify member health, social, and risk needs to ensure members receive specific services and programs that they require.
- **Communication Skills for Talking About COVID Vaccines** - This Just the Fax notice from Molina, found on the MPM website, provides tips on talking to patients who are vaccine hesitant and gives motivational interviewing techniques to guide the conversation.
- **Talking about Vaccines and Boosters with Patients** - The attached tip sheet from Blue Shield California provides tips and talking points to make vaccine and booster discussions with patients easier and more successful.
- **In-Home COVID Vaccination** - The attached document provides contact information by county to share with patients who would like to request an in-home vaccine.
- **It Is CAHPS Survey Time** - This attached Provider Communication from Anthem provides CAHPS survey information, including what questions your patients may be asked.
- **Get a Gift Card When You Share Your Vaccination Status** - The 2 attached flyers (one in English and one in Spanish) from Health Net provides your patients the eligibility information on how to receive a free gift card when they receive their first COVID vaccine.

- **Medi-Cal Member COVID-19 Vaccination Gift Card Incentive** – This document from Health Net provides frequently asked member questions regarding the gift card incentive and can be found on the MPM website.
- **The Virtual Examiner Newsline** – This issue from PCG Software, found on the MPM website, contains a multitude of information on various topics including audits, coding, COVID-10, prior authorizations, and more.

HEDIS Tip Sheets by Measure

COZEVA® is a web-based platform used by Health Net to communicate up-to-date information to our providers about their members' care gap statuses, as well as to allow provider organizations to submit missing records to address data gaps and discrepancies with the health plan. The tip sheets provided below are produced by Health Net's HEDIS chart review team and outline the documentation requirements for nonstandard supplemental data submitted through the Cozeva platform.

- [Breast Cancer Screening](#)
- [Cervical Cancer Screening](#)
- [Child and Adolescent Well-Care Visits](#)
- [Childhood Immunizations](#)
- [Chlamydia Screening in Women](#)
- [Diabetes HbA1c Testing & Control](#)
- [Controlling High Blood Pressure](#)
- [Adolescent Immunizations](#)
- [Perinatal Care – Timeliness of Prenatal Care](#)
- [Perinatal Care – Post Partum Care](#)
- [Weight Assessment and Counseling](#)
- [Well-Care Visits in the First 30 Months](#)

Frequently Asked Questions

What should I submit in Cozeva as nonstandard supplemental data?

Submit missing records for any relevant events that are 90+ days past the date of service and/or are not likely to be reported to Health Net via the normal claims, encounters, and standard supplemental feeds.

How will I be notified if a record I submitted in Cozeva was rejected by Health Net reviewers?

You will be notified within Cozeva via the in-app alerts (bell icon in top ribbon), typically within 30 days of submission. Clicking on this notification will display details on why the submission was rejected.

I use Cozeva from another organization; do I need to submit records separately to Health Net?

No, any records submitted for an “overlapping” member (ie, affiliated with multiple Cozeva client organizations), it will be shared instantly with all relevant organizations through the Cozeva Bridge.

Other Helpful Resources

- [Health Net HEDIS Pocket Guide](#)
- [Submitting Supp Data in Cozeva](#) (PDF)
- [Submitting Supp Data in Cozeva](#) (Video)
- [Monitoring Data Submissions in Cozeva](#)
- [How to Submit a Support Ticket](#)
- [Cozeva Knowledge Base](#)

Need Additional Cozeva Accounts?

If you or anyone at your organization needs an account to Health Net's Cozeva platform, you can request one by completing the online self-registration form available at www.cozeva.com/registerHN.

PROVIDER *Update*



REGULATORY | NOVEMBER 5, 2021 | UPDATE 21-794 | 2 PAGES

Submit Social Determinants of Health Data on Your Claims or Encounters

Identify member health, social and risk needs to ensure members receive specific services and programs that they require

Capturing social determinants of health (SDOH) data is a critical step in evaluating population health. This is done by reviewing member traits, health, social and risk needs. The emphasis is to improve health equity and identify health disparities and their root causes. This data will also aid in planning and coordinating care as well as providing personalized care to your patients.

How to submit SDOH data

Refer to the 18 Department of Health Care Services (DHCS) priority SDOH codes on page 2 when documenting SDOH as they relate to your patient. Submit these on claims or encounters. The codes are based on the ICD-10-CM.

Be part of the CalAIM's Population Health Management initiative

Your support in providing SDOH data is vital to the success of the California Advancing and Innovating Medi-Cal (CalAIM) Population Health Management (PHM) initiative. CalAIM's PHM initiative identifies and manages member risk and need through whole-person care approaches while focusing on and addressing SDOH.

Additional information

Providers are encouraged to access the provider portal online at provider.healthnet.com for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact the Health Net Medi-Cal Provider Services Center within 60 days at 800-675-6110.

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- HMO/POS/HSP
- PPO
- EPO
- Medicare Advantage (HMO) (Wellcare By Health Net)
- Cal MediConnect (Los Angeles/San Diego)
- Medi-Cal
 - Kern
 - Los Angeles
 - Molina
 - Riverside
 - Sacramento
 - San Bernardino
 - San Diego
 - San Joaquin
 - Stanislaus
 - Tulare

PROVIDER SERVICES

800-675-6110

provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

Go to the online COVID-19 alerts page for info about COVID-19 vaccines!

At provider.healthnet.com > *COVID-19 Updates* > *Health Net Alerts*, you will find information about COVID-19 vaccines. This includes COVID-19 vaccine coverage details, how to enroll to administer the COVID-19 vaccine, and COVID-19 vaccine reporting and coding requirements. Also, access key tips you can use to help talk with and answer questions from your patients about the COVID-19 vaccine, especially those who are hesitant to receive it.

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DHCS Priority SDOH Codes

Code	Description
Z55.0	Illiteracy and low-level literacy
Z59.0	Homelessness
Z59.1	Inadequate housing (lack of heating/space, unsatisfactory surroundings)
Z59.3	Problems related to living in residential institution
Z59.4	Lack of adequate food and safe drinking water
Z59.7	Insufficient social insurance and welfare support
Z59.8	Other problems related to housing and economic circumstances (foreclosure, isolated dwelling, problems with creditors)
Z60.2	Problems related to living alone
Z60.4	Social exclusion and rejection (physical appearance, illness or behavior)
Z62.819	Personal history of unspecified abuse in childhood
Z63.0	Problems in relationship with spouse or partner
Z63.4	Disappearance and death of family member (assumed death, bereavement)
Z63.5	Disruption of family by separation and divorce (marital estrangement)
Z63.6	Dependent relative needing care at home
Z63.72	Alcoholism and drug addiction in family
Z65.1	Imprisonment and other incarceration
Z65.2	Problems related to release from prison
Z65.8	Other specified problems related to psychosocial circumstances (religious or spiritual problem)

Informe que Recibió la Vacuna y Gane una Tarjeta de Regalo

OBTENGA UNA TARJETA DE REGALO ELECTRÓNICA DE WALMART® DE \$50 CUANDO LE APLIQUEN LA PRIMERA DOSIS DE LA VACUNA CONTRA LA COVID-19.

Puede calificar para esta tarjeta si:

- Es un afiliado de Health Net Medi-Cal.
- Recibió la primera dosis de la vacuna contra la COVID-19 entre el 22 de noviembre de 2021 y el 6 de marzo 2022.
- Se encuentra entre las primeras 10,000 personas en presentar la información.
- Tiene una dirección de correo electrónico vigente para recibir esta tarjeta de regalo.
- Es mayor de 12 años.

Visite el sitio web de myhealthpays®:
<https://wellcarerewards.inspireandperform.com>.

También puede utilizar este código QR:



HealthNet.com

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Información necesaria para obtener la tarjeta de regalo

En el sitio web, deberá completar detalles como los siguientes:

- Estado.
- Número de identificación de Medicaid (Medi-Cal).
- Apellido (como figura en su tarjeta del seguro).
- Fecha en que recibió la primera dosis.
- Fabricante de la vacuna.
- Lugar donde la recibió (un evento de Health Net Medi-Cal, un hospital, una farmacia, una clínica, el consultorio del médico, etc.).
- Dirección de correo electrónico (para recibir la tarjeta y confirmar los datos).

Recepción de la tarjeta de regalo y confirmación

Recibirá un correo electrónico para confirmar la información que brindó. Podrá ver la tarjeta de regalo electrónica en su buzón de entrada en un plazo de cinco a siete días. Puede utilizarla en línea o en una tienda, y no tiene fecha de vencimiento.



**¡No espere!
Obtenga su
tarjeta de
regalo
de \$50.**

Get A Gift Card When You Share Your Vaccination Status

RECEIVE A \$50 WALMART® E-GIFT CARD FOR YOUR FIRST COVID-19 VACCINE DOSE

You can qualify for the gift card if you:

- Are a Health Net Medi-Cal member.
- Got your first COVID-19 vaccine any time from November 22, 2021 to March 6, 2022.
- Are among the first 10,000 to submit your information.
- Have a valid email address to receive the e-gift card.
- Are age 12 or older.

Go to the myhealthpays® website at:
<https://wellcarerewards.inspireandperform.com>.

Or use this QR code:



What you need to tell us to get the gift card

On the website, you'll have to enter details, including:

- State.
- Medicaid (Medi-Cal) ID number.
- Last name (shown on your insurance card).
- Date of your first shot.
- Vaccine maker.
- Place where you got the dose (Health Net Medi-Cal event, hospital, pharmacy, doctor's office, clinic or other).
- Email address to confirm and receive the gift card.

Confirm and receive the gift card

You will get an email to confirm the information you shared. The e-gift card will arrive in your inbox in five to seven days. You can use the gift card online or in a store. It will not expire.



**Get your
\$50 gift card –
don't wait!**

HealthNet.com

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In-Home COVID-19 Vaccination

Orange & Riverside County

- COVID and Flu vaccinations available
- Phone: (833) 422.4255
- Website: <https://myturn.ca.gov/>
- What is the You Call The Shot California program?
 - If you received your first dose of the vaccine between May 27 and July 18, 2021 you're eligible for a \$50 incentive card. Here's how it works: 7-10 days after your final dose, you'll receive a code by email or text. Simply follow the instructions within 90 days and pick a \$50 virtual cash card, Kroger card, or Albertsons card. Learn more at Vax for the Win.

Los Angeles County In-Home COVID-19 Vaccination Request

Los Angeles County residents can apply in 2 ways:

- Call the DPH Vaccine Call Center 833-540-0473 open daily 8am to 8:30pm, or
- Fill out the online request form (the form has multiple language options)
 - https://lacpublichealth.sjc1.qualtrics.com/jfe/form/SV_79t9X8nww90Tdfo

Long Beach Mobile COVID-19 Vaccination Request

MOBILE VACCINATION TEAM

Mobile vaccination is offered on weekdays to Long Beach residents eligible for vaccine who are not able to travel to vaccination sites, such as those in skilled nursing, elder care, sober living and other facilities as well as adults who cannot leave their homes.

- <https://longbeach.gov/health/diseases-and-condition/information-on/coronavirus/mobile-vaccination/>
- For further assistance, please call the COVID-19 Vaccination Line at (562) 570-7907 (open Monday through Friday, 9 a.m. to 5 p.m.)

Pasadena In-Home COVID-19 Vaccination Request

- Pasadena residents can call the Pasadena Citizen Service Center at 626-744-7311, Monday through Friday, 8 a.m. at 4 p.m.

It is CAHPS survey time!

Published: Feb 1, 2022 - **Administrative**

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) is an annual standardized survey conducted starting February 2022 through May 2022 to assess consumers' experience with their provider and health plan. A random sample of your adult or child patients may get the survey. Over half of the questions used for scoring are directly impacted by providers. These questions are:

- When you needed care right way, how often did you get care as soon as you needed?
- How often did you get an appointment for a check-up or routine care as soon as you needed?
- How often was it easy to get the care, tests, or treatment you needed?
- How often did you get an appointment to see a specialist as soon as you needed?
- How often did your personal doctor seem informed and up-to-date about the care you got from other doctors or other health providers?
- How would you rate your personal doctor?
- How would you rate the specialist you see most often?
- How would you rate all your health care in the last 6 months?

Interested in how you can improve CAHPS performance? Anthem Blue Cross offers an online course for providers and office staff designed to learn how to improve communication skills, build patient trust and commitment, and expand your knowledge of the CAHPS survey. The *Improving the Patient Experience* course is available at no cost and is eligible for one CME credit by the American Academy of Family Physicians. It can be accessed at: <https://www.mydiversepatients.com/le-ptexp.html>.

1514-0222-PN-CA

URL: <https://providernews.anthem.com/california/article/it-is-cahps-survey-time-6>

Featured In:

February 2022 Anthem Blue Cross Provider News - California

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PROVIDERUpdate



Health Net®

REGULATORY | FEBRUARY 12, 2021 | UPDATE 21-129 | 1 PAGE

Offer 24-Hour Non-Emergency Medical Transportation to Medi-Cal Members Who Need a Ride to Pharmacies and Urgent Care (Dual Risk)

Dual-risk entities are financially responsible

Participating physician groups and hospitals that have risk for non-emergency medical transportation (NEMT) in the Division of Financial Responsibility (DOFR) must authorize and coordinate with their transportation provider to ensure Medi-Cal members have 24-hour access to NEMT to a pharmacy or urgent care facility.

Why the change to extended hours?

On April 1, 2021, Medi-Cal pharmacy services will transition from managed care plans to Medi-Cal fee-for-service. Magellan Medicaid Administration, Inc. (Magellan) will manage this new pharmacy services program called Medi-Cal Rx.

As part of the change to Medi-Cal Rx, the Department of Health Care Services requires NEMT to be available 24 hours a day to members who need transportation to pharmacies and urgent care facilities that are open 24 hours a day.

Additional information

Relevant sections of Health Net's* provider operations manuals will be revised to reflect the information contained in this update as applicable. Provider operations manuals are available electronically in the Provider Library, located on Health Net's provider website at provider.healthnet.com.

Providers are encouraged to access the provider portal online at provider.healthnet.com for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries and more.

If you have questions regarding the information contained in this update, contact the Health Net Medi-Cal Provider Services Center within 60 days at 1-800-675-6110.

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- ☐ PPO
- ☐ EPO
- ☐ Medicare Advantage (HMO)
- ☒ Medi-Cal
 - ☒ Kern
 - ☒ Los Angeles
 - ☐ Molina
 - ☒ Riverside
 - ☒ Sacramento
 - ☒ San Bernardino
 - ☒ San Diego
 - ☒ San Joaquin
 - ☒ Stanislaus
 - ☒ Tulare

PROVIDER SERVICES

provider_services@healthnet.com

1-800-675-6110

provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

Go to the online COVID-19 alerts page for info about COVID-19 vaccines!

At provider.healthnet.com > **COVID-19 Updates** > **Health Net Alerts**, you will find information about COVID-19 vaccines. This includes COVID-19 vaccine coverage details, how to enroll to administer the COVID-19 vaccine, and COVID-19 vaccine reporting and coding requirements. Also, access key tips you can use to help talk with and answer questions from your patients about the COVID-19 vaccine, especially those who are hesitant to receive it.

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Tips for talking about COVID-19 vaccination and booster with patients

As the COVID-19 pandemic continues, there are still important conversations to be had with patients about receiving COVID-19 vaccinations. Some unvaccinated individuals may yet change their minds. Booster shots are available for most of the population and critical for continued protection.

To support you in these discussions, we have created some tips and talking points that may make them easier and hopefully more successful. Overall, the goal of the conversation is to validate the feelings behind vaccine resistance, but at the same time to educate on the strong evidence of the benefit of vaccination. Avoiding serious illness will enable them to work productively, attend school, and enjoy time with family and friends.

Even if patients do not immediately agree to being vaccinated, if they have a positive experience with you, they may decide later to do so. Talk to your patients about their goals and link receiving vaccinations to achieving those goals.

Starting the conversation

- *What steps are you taking to support your immune system against the coronavirus?*
- *Do you have any questions I might answer about the available COVID-19 vaccines?*
- *What are your thoughts about the COVID-19 vaccination options?*
- *Did you know that you are due for a COVID-19 vaccine booster shot?*
- *Are you aware that the vaccine is safe for children and protects them against serious illness?*

Responding to concerns

If patients say they are worried about experiencing adverse effects from the vaccines:

1. General concerns

I have heard other people say that they were worried, too. Can you tell me a little more about your concerns?

2. Vaccine safety

- *It's natural to have questions about new vaccines. However, the people who developed these have been working on them for a long time – about two decades, in fact, and the COVID-19 vaccines have now been in use for over a year.*
- *The COVID-19 vaccines are meant for everyone. They have been tested on people of all different backgrounds and administered to millions of people, of all races and ethnicities.*

3. Side effects

- *While it's true there are some side effects, in most cases they are very mild, such as soreness at the injection site or feeling tired for a day or so. The vaccines have been administered to millions of people now, with very few serious adverse reactions. Thanks to the vaccines, the rates of people being hospitalized or dying from coronavirus have decreased significantly.*
- *If you work Monday through Friday, and you make your appointment to get vaccinated after work on Friday or early Saturday, you will have the weekend to recover from the mild side effects of the vaccine. You risk missing many days of work if you catch COVID-19.*

4. Mistrust of government

I have noticed that many people of differing political opinions agree about getting vaccinated. I have been vaccinated myself. Have you talked with friends, family members or people at your work or church who have been vaccinated? What do they say?

5. Belief that the pandemic is over

- *We all wish the pandemic were over; but people are still getting sick. While it's true that some people are at greater risk than others, anyone can still catch COVID-19 and have long-term struggles with it. Getting vaccinated is still the best way to reduce your risk of hospitalization.*
- *Because the virus continues to mutate, we are still seeing a high number of COVID-19 cases, even a few among people who are vaccinated. Getting vaccinated or receiving a booster shot can reduce your likelihood of experiencing a severe case.*

6. Belief that having had COVID is enough protection

Studies have shown that the vaccine provides better protection than having had the virus. People can and do get COVID twice.

7. Hesitancy to get a booster

- *Even if you have received your initial course of vaccination, you need to get a booster shot to maintain your immunity.*
- *Adults who received the Janssen (or Johnson & Johnson) vaccine should receive a booster at least two months after their shot. Pfizer or Moderna is preferred.*
- *Adults who received the Moderna or Pfizer vaccine may receive a booster of Pfizer or Moderna at least five months after their second shot.*
- *Teenagers (ages 12 to 17) must receive the Pfizer vaccine.*

8. Difficulty finding the vaccine

If vaccines are not available in your office, patients can be referred to retail pharmacies, public health departments and also to www.myturn.ca.gov.