

# We Can Help Your Patients Get Vaccinated Against COVID-19

## What your patients can expect and when

Providers are encouraged to share the following information with their Health Net\* patients so they know how we are contacting them and what to expect as part of this outreach.



### Starting April 6

*On April 6, we started contacting your Health Net patients with information about scheduling COVID-19 vaccine appointments.*

Health Net outreach to your patients includes:

Method	Frequency
Text	A series of text messages, once every two weeks
Email	One email
Phone	Live calls by Health Net staff to educate and connect members to vaccine appointments
Interactive voice response	Recorded message when patients call the Health Net Member Services Department



## Starting April 19

Health Net is partnering with ConsejoSano to deploy culturally relevant two-way text messaging and live outbound phone calls in 27 different languages to high-risk members. These messages provide your patients with information about:

- COVID-19 vaccines and other COVID-related information on [healthnet.com/COVID19](http://healthnet.com/COVID19).
- How to schedule a vaccine appointment through [myturn.ca.gov](http://myturn.ca.gov), pharmacies, local health departments or participating provider offices.

Should your patients ask you about ConsejoSano's outreach, you can reassure them that ConsejoSano is Health Net's vendor.

### Myturn.ca.gov

California residents can go directly to [myturn.ca.gov](http://myturn.ca.gov) to schedule an appointment. Information is available in 12 languages. Residents who do not have access to [myturn.ca.gov](http://myturn.ca.gov), or those who do not have an email address or a mobile phone, can contact the California COVID-19 hotline at 833-422-4255 for assistance:

- **Monday–Friday 8 a.m. to 8 p.m.**
- **Saturday–Sunday 8 a.m. to 5 p.m.**

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