

# 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\* Cal MediConnect (Medicare-Medicaid plan) 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 Cal MediConnect 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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