NCDHHS Medicaid Outreach Suggested Script for COVID-19 Vaccination

Call Purpose: Preparatory call with unvaccinated Medicaid recipients who may need assistance with scheduling their vaccination. The script provides information to explain various methods to schedule a COVID-19 vaccine, as well as information on the safety and effectiveness of COVID-19 vaccines.

-- Hello Mr./Mrs./Ms. [PATIENT NAME]

Patient Responds

-- My name is [CALLER NAME] and I am calling on behalf of [PROVIDER NAME] about the COVID-19 vaccine.

-- Doctors are recommending the vaccine to prevent COVID-19, and our records indicate you have not received it. Is that accurate?

(If yes, continue. If no, get details of vaccination status and enter in NCIR.)

If your office has vaccine, please offer an appointment.

If your office does not provide vaccine: I can help you sign up on MySpot.nc.gov or help you schedule an at-Home Vaccination.

-- How would you like me to schedule a vaccine for you?

Patient Responses:

If patients requests website registration:

Find a vaccine provider: Use the Find A Vaccine Location tool at MySpot.nc.gov. Enter the patient’s zip code or the name of their town or city to find vaccine providers nearby.

Schedule your appointment: You will likely need an appointment to get vaccinated. There are several ways to schedule an appointment using MySpot.nc.gov:

1. Click on the provider’s website and follow their instructions on how to schedule an appointment online;
2. Call the phone number listed for the provider;
3. Or click the blue “Schedule Now” button if displayed under a provider’s name. You will receive a text or email confirming your appointment.

Be patient. You may have to wait until more appointments open to schedule a time to get your vaccine. Additionally, individuals can register by phone if they do not have Internet access.
If the patients want to learn more about COVID-19 vaccines, they can call the NC COVID-19 Help Center at 888-675-4567 or visit the North Carolina DHHS website at https://covid19.nchdds.gov

**If patient needs transportation:**

If the patient is part of NC Medicaid Direct, they should contact their local Department of Social Services (DSS) office to arrange transportation. If the patient is part of a health plan, the patient should contact to plan to arrange transportation

**If patient is unable to leave home or concerned about leaving home:**

You may help them request an at-Home vaccination. The Piedmont Triad Regional Council (PTRC) has partnered with the North Carolina Department of Health and Human Services for the Vaccine-at-Home Program. FAQ is available here.

The program is designed to support any individuals in North Carolina who cannot visit a local vaccination site and may require a provider to go to their place of residence. This includes, but not limited to:

- Individuals who may not have transportation or the ability to leave their place of residence
- Individuals with medical conditions or disabilities that prevent them from traveling to a vaccination site

**If patient wants to request at-home vaccination:**

--Assist with at-Home website registration

--To do that, I’ll help you sign up on the [NC at-Home Vaccination Website](https://covid19.nchdds.gov). You may also call At-Home Vaccination Hotline at 866-303-0026 to schedule your appointment.

**How long will it take to get an at-home appointment scheduled?**

When individuals call the hotline or use the webform and leave their information, they will receive a call back from Piedmont Triad Regional Council (PTRC) to verify and gather additional information. They will be informed that the staff at the PTRC are working to connect him/her with a vaccine provider. Scheduling of the actual vaccine appointment will occur between the recipient and the vaccine provider. Timing of the appointment depends on the availability of the vaccine provider, and a provider may not be immediately available depending on the recipient’s location. Actual vaccine provided is determined by the vaccine provider.

**If patient has concerns about the vaccine:**

If patient is concerned about personnel coming into the home for at-home vaccination: state that personnel can give the vaccine outside of the home on front porch, driveway, back porch or other outside location.

If patient is concerned about safety of the vaccine: Three vaccines are available: The Pfizer-BioNTech and Moderna vaccines are two doses, and the Johnson & Johnson (Janssen) is one dose. All of them
provide significant protection against COVID-19 and protect against virus-related hospitalization and death. There were no serious safety concerns in any of the clinical trials. The U.S. Food and Drug Administration (FDA) makes sure all food and drugs, including vaccines, are safe. The FDA authorizes vaccines only if they are safe and effective. However, if you have any specific safety concerns, you may contact the NC COVID-19 Help Center at 888-675-4567 after we schedule a vaccine appointment for you. Would you like to schedule an appointment for you to get your COVID-19 vaccine?

**If patient is concerned about efficacy of the vaccine:** All three available vaccines COVID-19 are extremely effective in preventing hospitalization and death caused by COVID-19 with no serious safety concerns. The Pfizer vaccine is currently approved for people age 12 and older, while the Moderna and Johnson & Johnson vaccines are approved for adults 18 and older. Would you like to schedule an appointment for you to get your COVID-19 vaccine?

**If patient is adamant about not receiving a vaccine:** Well, thank you for taking my call today. Please continue to be safe by wearing you mask, washing your hands, and social distancing. If you have any questions about the vaccines, please contact your doctor.

Do you have any questions? [If none, thank them again and close the call appropriately.]

Have a nice day.