

# 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 California Health & Wellness Plan (CHWP) 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 CHWP patients with information about scheduling COVID-19 vaccine appointments.*

CHWP outreach to your patients includes:

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

### Starting April 19

CHWP 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 [cahealthwellness.com/covid19](https://cahealthwellness.com/covid19).
- How to schedule a vaccine appointment through **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 CHWP's vendor.



### Myturn.ca.gov

California residents can go directly to [myturn.ca.gov](https://myturn.ca.gov) to schedule an appointment.

Information is available in 12 languages.

Residents who do not have access to [myturn.ca.gov](https://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.**