

All MCOs & DMOs: Approved COVID-19 Vaccine Communication Materials for Providers and Members

Background:

HHSC has been informed that MCOs and DMOs are receiving multiple inquiries from providers and members about the COVID-19 vaccine roll-out and availability. Materials for consistent messaging have been requested.

Key Details:

DSHS is the lead agency for the COVID-19 vaccine roll-out and is responsible for developing communication to the public about the vaccine. Materials developed by DSHS can be used by MCOs and DMOs as appropriate.

MCOs and DMOs should encourage providers and members to check the DSHS website and social media accounts for the most current information, as information is subject to change.

HHSC is providing the attached resources that summarize key messages by audience and show where MCOs and DMOs can locate content to support these messages on the DSHS website. These resources are to be used only by MCOs and DMOs to assist in content development and should not be posted or shared 'as is' externally.

Any content outlined in attached resources used by MCOs and DMOs on their member and provider communication channels does not require approval by MCCO.

Resources:

Provider-Facing COVID Vaccine Key Messages Summary - Final (Attached Word Doc.)

Member-Facing COVID Vaccine Key Messages Summary - Final (Attached Word Doc.)

Communication Tools:

- DSHS: <https://www.dshs.state.tx.us/coronavirus/tools/vaccine-comm.aspx>
- CDC: <https://www.cdc.gov/vaccines/covid-19/health-systems-communication-toolkit.html>

Contact:

MCO_COVID-19_Inquiries@hhsc.state.tx.us

Provider COVID-19 Vaccine Key Messages

Providers should check the DSHS website and social media accounts for the most current information, as information is subject to change

How to enroll to be a COVID-19 vaccinator.

- Any facility, organization, or healthcare provider licensed to process or administer vaccines or provide vaccination services is eligible to enroll.
- Providers must register through this website to administer and receive COVID-19 vaccines in Texas: <https://enrolltexasiz.dshs.texas.gov/emrlogin.asp>. The following steps must also be finalized:
 1. Complete Module 10 of the CDC's "You Call the Shots" Training. (Highly recommended.)
 2. Evaluate patient population. Identify critical population groups of people that are served by your practice.
 3. Complete the COVID-19 Provider Agreement form.
 4. Agree to maintain vaccine safety and inventory.
 5. Agree to report COVID-19 doses administered in the required time frame.
- For questions about registration call the DSHS COVID-19 Vaccine Provider hotline at (877) 835-7750, Monday-Friday, 8am – 5pm or email COVID19VacEnroll@dshs.texas.gov.

COVID-19 vaccines are being distributed as they become available.

- The Texas Commissioner of Health appointed an [Expert Vaccine Allocation Panel](#) to make recommendations on vaccine allocation decisions.
- This panel uses best available scientific evidence and epidemiology at the time, while allowing for flexibility due to local conditions, to identify and prioritize groups with the goal of providing protection to vulnerable populations and critical state resources.
- Other groups will receive vaccines in coming months as more vaccines are made available.

DSHS currently directs all vaccines received by COVID-19 vaccine providers to be immediately administered to phase 1A and 1B individuals. This includes:

- Healthcare staff.
- Texans 65 years of age and older.
- People 16 years of age and older with at least one chronic medical condition that puts them at increased risk for severe illness from the virus that causes COVID-19, such as but not limited to:
 - Cancer
 - Chronic kidney disease
 - COPD (chronic obstructive pulmonary disease)
 - Heart conditions, such as heart failure, coronary artery disease or cardiomyopathies
 - Solid organ transplantation
 - Obesity and severe obesity (body mass index of 30 kg/m² or higher)
 - Pregnancy
 - Sickle cell disease
 - Type 2 diabetes mellitus

Provider COVID-19 Vaccine Key Messages

Safety remains a top priority.

- COVID-19 vaccines have been evaluated in tens of thousands of volunteers during clinical trials and are only authorized for use if they are found to be safe.
- Even though no safety issues were found, the CDC and other federal partners will continue to monitor the COVID-19 vaccines.
- Providers can play an important role in helping the CDC and federal partners monitor the safety of COVID-19 vaccines.
- The US vaccine safety system is already strong and robust and includes required reporting to the [Vaccine Adverse Event Reporting System](#) (VAERS).
- New safety systems have been added for COVID-19 vaccines, including the following new CDC initiatives:
 - [V-safe](#)
 - [Vaccine Safety Datalink](#)
 - [Clinical Immunization Safety Assessment Project](#)

Providers should continue to remind patients that getting "back to normal" will take all our tools.

- Get vaccinated when you become eligible.
- Wear a mask.
- Stay 6 feet away from others and avoid crowds.
- Wash your hands often.

COVID-19 Vaccine Information Resources	
Overall	
General Information	DSHS: https://www.dshs.state.tx.us/coronavirus/immunize/vaccine.aspx#fourthings CDC: https://www.cdc.gov/vaccines/covid-19/index.html
General FAQs	DSHS: https://www.dshs.state.tx.us/coronavirus/immunize/vaccine-faqs.aspx
Communication Tools	DSHS: https://www.dshs.state.tx.us/coronavirus/tools/vaccine-comm.aspx CDC: https://www.cdc.gov/vaccines/covid-19/health-systems-communication-toolkit.html
Provider Specific	
COVID-19 Vaccination Provider Information	DSHS: https://www.dshs.state.tx.us/coronavirus/immunize/vaccination-providers.aspx DSHS Provider FAQs: https://www.dshs.state.tx.us/coronavirus/immunize/vaccine/providerfaq.aspx CDC Clinical Considerations: https://www.cdc.gov/vaccines/covid-19/clinical-considerations/index.html

Provider COVID-19 Vaccine Key Messages

COVID-19 Vaccine Information Resources	
COVID-19 Vaccination Hub Providers	DSHS: https://www.dshs.state.tx.us/coronavirus/immunize/vaccine-hubs.aspx
COVID-19 Vaccination Enrollment	DSHS: https://www.dshs.state.tx.us/coronavirus/immunize/provider-information.aspx
Texas COVID-19 Vaccine Provider Locations	https://txdshs.maps.arcgis.com/apps/webappviewer/index.html?id=91ac7fb5e5fd47e7ada4acfe4a05920a
Texas COVID-19 Allocation	<p>Texas COVID-19 Vaccine Allocation Phase Definitions:</p> <ul style="list-style-type: none"> ○ Phase 1A: https://www.dshs.state.tx.us/coronavirus/immunize/vaccine/EVAP-Phase1A.pdf ○ Phase 1B: https://www.dshs.state.tx.us/coronavirus/immunize/vaccine/EVAP-Phase1B.pdf <p>Guiding Principles: https://www.dshs.state.tx.us/coronavirus/immunize/vaccine/COVIDVaccine-AllocationPrinciples.pdf</p> <p>About the Texas Expert Vaccine Allocation Panel: https://www.dshs.state.tx.us/immunize/covid19/COVID-19-Expert-Vaccine-Allocation-Panel/</p>