

Health Insurance Providers Committing to Overcome “Vaccine Wall”

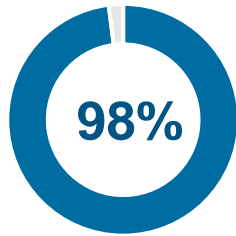
AHIP Survey Conducted March 2021

April 27, 2021

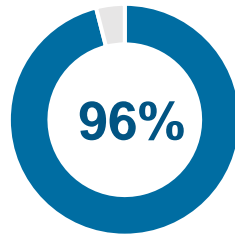
Key Insights

- Health insurance providers are taking multifaceted approaches to improve vaccine uptake and overcome the “vaccine wall.”
- In March 2021, the largest challenges were vaccine supply, hesitancy, and the need for more/better communication on vaccine supply/surplus for scheduling; where and when vaccine admin sites become available. Vaccine supplies are no longer a barrier.
- Use of multi-modalities of signing up (phone, online, outreach) is critical, and having a dedicated vaccine information website is extremely helpful.
- Working with a variety of partners is essential to success, including partners who can assist in delivery, coordination, or education.
- Health insurance providers need to work with volunteers, trusted clinicians, community members, educators, schedulers, call centers, data and analytics personnel, homebound teams.

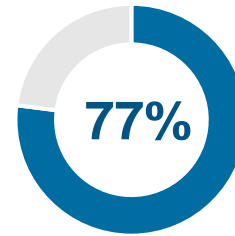
To facilitate COVID-19 vaccination among their enrollees, health insurance providers have:



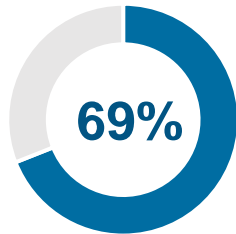
Trained our care and disease managers to respond to questions about local vaccine availability, rules and locations



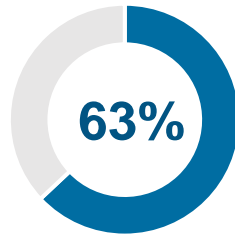
Trained our customer service representatives (CSR) to respond to questions about local vaccine availability, rules and locations



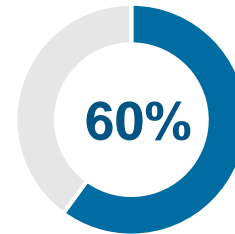
Provided transportation to vaccination locations as it is needed by an individual



Engaged plan staff (CSRs, Care and Disease managers, others) to make vaccination appointments for members

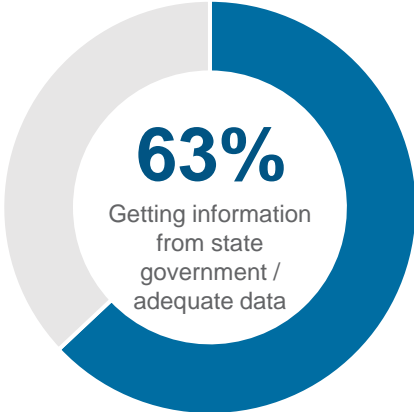
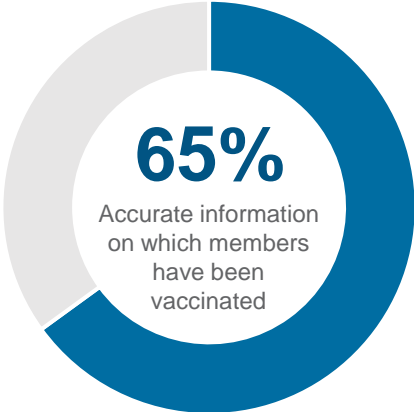
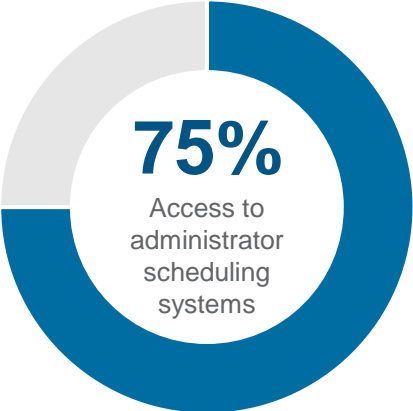
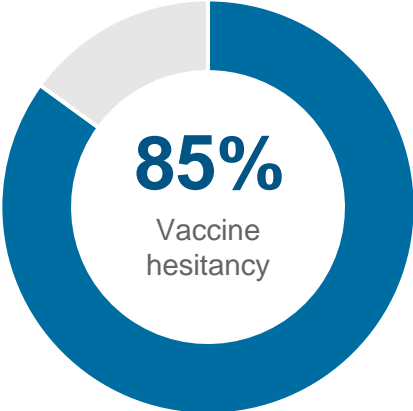
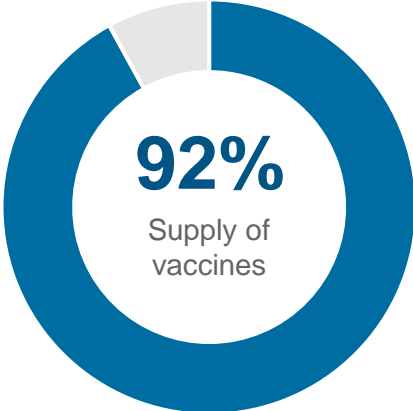


Provided plan staff to support administration for state and local vaccination efforts (scheduling, data input, billing and coding, etc.)

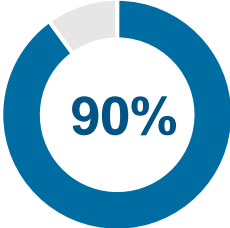


Provided plan clinical staff to support state and local vaccination efforts (vaccine prep, vaccine administration, patient observation, etc.)

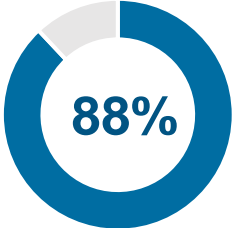
Challenges faced by insurance providers in their efforts to increase COVID-19 vaccine uptake



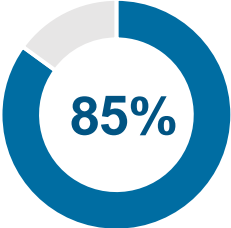
Actions taken by health insurance providers to encourage equitable vaccine uptake



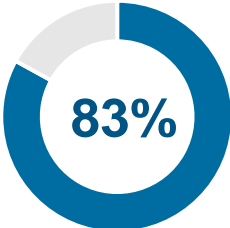
Launched education, awareness, and outreach campaigns



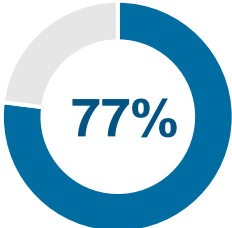
Covering the cost of vaccine administration at no cost to members



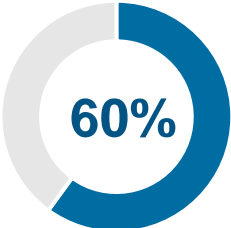
Working with state and local government leaders to ensure equity in vaccine strategies



Addressing vaccine hesitancy



Engaged with community leaders in communities of color

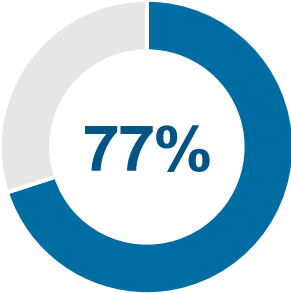


Released vaccination information in multiple languages

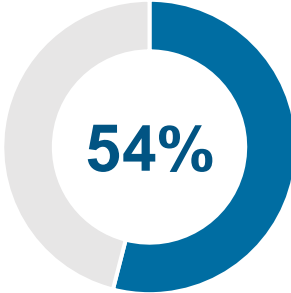
Have you partnered with other stakeholders in order to optimize allocation and distribution of the COVID-19 vaccinations?



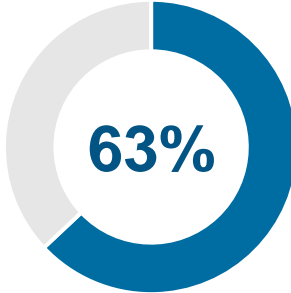
Other stakeholders health insurance providers have partnered with to optimize allocation and distribution of the COVID-19 vaccines



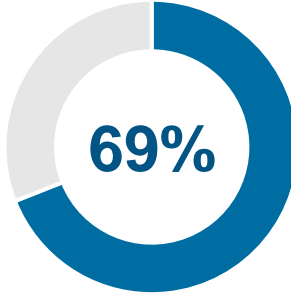
State/local governments



Community health centers

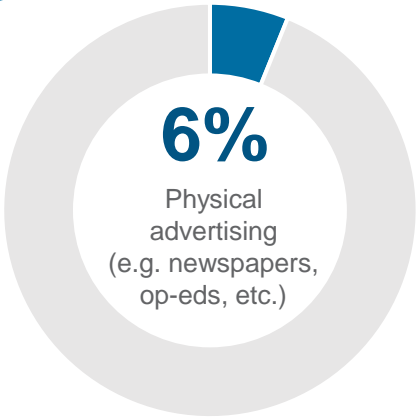
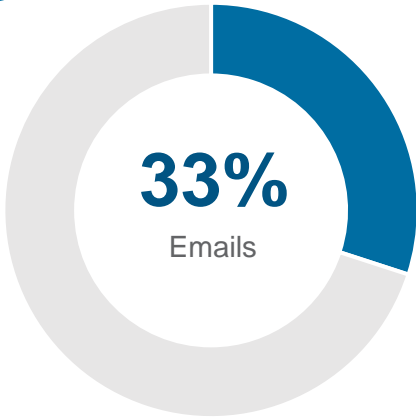
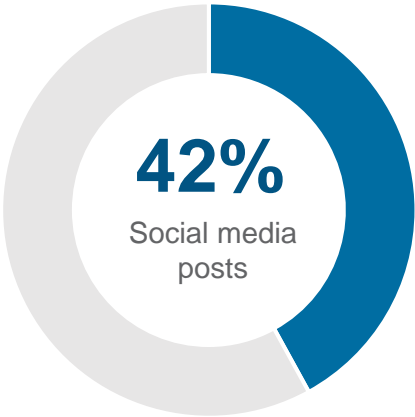
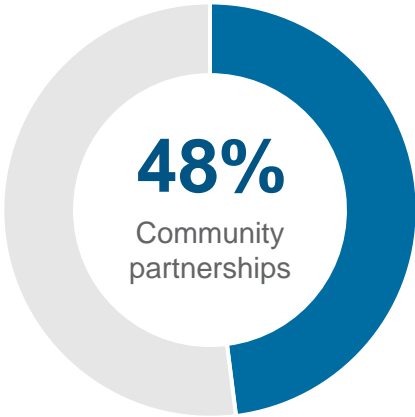
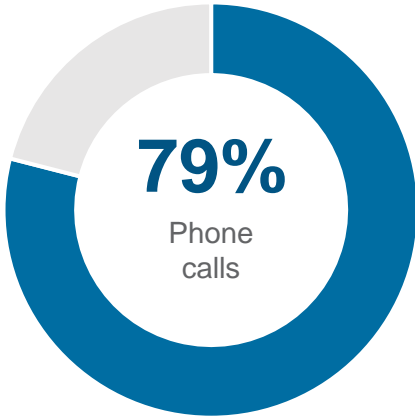


Pharmacies



Hospitals and health systems

What communications to 65+ members eligible to get the vaccine have you found to be effective in spreading the word?



Methodology

In March 2021, AHIP fielded a survey to all member health insurance providers requesting information on their efforts to ensure wide-spread vaccine acceptance and equitable access to vaccines. AHIP received 42 responses from plans representing 110 million Americans enrolled in the commercial, Medicare, and Medicaid plans.

The survey predates COVID-19 vaccines being made available to all adults.

Thank You

