



Flu Vaccines: How Mercy Care works with you to increase member compliance



Objectives

- Definition of Flu HEDIS Measure
- Provider Flu outreaches
- Member Flu outreaches
- Suggestions for increasing flu vaccine rates

Flu Vaccinations for Adults Ages 18–64 (FVA)

The percentage of commercial and Medicaid members 18–64 years of age who received a flu vaccination between July 1 of the measurement year and the date when the CAHPS 5.0H survey was completed.

Flu Vaccinations for Adults Ages 65 and Older (FVO)

The percentage of Medicare members 65 years of age and older who received a flu vaccination between July 1 of the measurement year and the date when the Medicare CAHPS survey was completed.

Flu Vaccinations for Adults Ages 18–64 (FVA) and Flu Vaccinations for Adults Ages 65 and Older (FVO)

Question	Response Choices
<p>Have you had either a flu shot or flu spray in the nose since July 1, YYYY*</p> <p><i>*YYYY= the measurement year</i></p>	<p>Yes</p> <p>No</p>

Annual Provider Flu Outreach

- PCP Annual Wellness letter with reminder to counsel MCA members and establish or update screening for Influenza virus vaccine and administration
- Provider newsletter flu article
- Annual Provider mailing offering to contact MCA members on their behalf regarding flu vaccination or provide member list including all MC and MCA members for provider to contact
- Provider mailing supplying MC/MCA member list for PCPs indicating they would prefer to do direct outreach to members
- Provider flu webinar

Annual Provider Flu Outreach

4755 S. 44th Place
Phoenix, AZ 85040



<<Date>>

<<Provider Name>>

<<Provider Address>>

<<City, State, Zip>>

RE: Annual Flu Vaccines

Dear Dr. <<Provider Name>>,

According to the Centers for Disease Control (CDC) recommendations, everyone 6 months of age and over should get a flu vaccine annually if not contraindicated.

It is especially important that certain high risk individuals receive flu shots, including those:

- 50 years of age and older
- With chronic health conditions such as asthma, diabetes and chronic lung disease

It is recommended that the vaccine be administered as soon as it is available and administration should continue throughout flu season.

Annual Provider Flu Outreach

Please enter your choice below and upload a copy to the MercyOneSource secure provider portal site or fax to 959-282-1158 by NO LATER THAN September 23, 2019.

- Please provide a copy of my complete member listing.
- I wish to contact the member myself and do not need a copy of my member listing.
- Please have your call staff contact my members to remind them to obtain their flu vaccine.

Annual Member Flu Outreach

- Annual MCA member flu shot reminder brochure mailing



Getting the flu shot yourself helps protect your family and others you come in contact with who are at greater risk of complications from the flu.

Anyone can get the flu. People over 50, small children and those with a chronic illness are especially at risk of complications from the flu.

Things you can do now and throughout the season to protect you and your family:

- Get your flu shot. The shot may make the illness milder if you do get sick and can lower your chance of being hospitalized from the flu.
- Wash your hands with soap and water often or use hand sanitizer if water is not available.
- Do not touch your eyes, nose, and mouth.

Annual Member Flu Outreach - cont

- MCA Member flu newsletter article
- Annual telephone outreach calls to assist MCA members in scheduling an appointment for a flu vaccine
- MCA Member outreach letter to members we were unable to contact via phone outreach
- Flu certificates for MCA members who have received a flu shot
- Follow up postcard reminder for MCA members without flu vaccine claims by mid-December

Member Flu Outreaches

- Pre-recorded flu shot reminder calls
- CVS bag tag informational reminder to get the flu shot (with first prescription filled during flu season)
- Banner scroll on member website on importance of annual flu vaccines
- Postcard outreach encouraging all MC/MCA members to get their annual flu shot

Recommendations for increasing flu vaccine rates among your patients

- Use Health Maintenance Alerts noting annual flu vaccine status if offered in your EHR programs
- Document flu vaccine status for every patient each flu season
- Follow up on flu vaccine status during every patient contact during flu season unless medical record documentation shows compliance for current flu season
- If flu vaccine is refused, follow up with information on common misconceptions about the flu vaccine (see CDC website)

Recommendations for increasing flu vaccine rates among your patients

The CDC website has a variety of information on the flu and flu vaccines to help you educate your patients on the importance of getting an annual flu vaccine. The links below go directly to the homepage and some others you may find useful:

CDC website Flu Homepage:

[cdc.gov/flu/prevent](https://www.cdc.gov/flu/prevent)

CDC: Upcoming 2019-2020 Flu Season

[cdc.gov/flu/season/flu-season-2019-2020](https://www.cdc.gov/flu/season/flu-season-2019-2020)

CDC: Misconceptions about the flu

[cdc.gov/flu/prevent/misconceptions](https://www.cdc.gov/flu/prevent/misconceptions)

**you can copy and paste the link in your browser

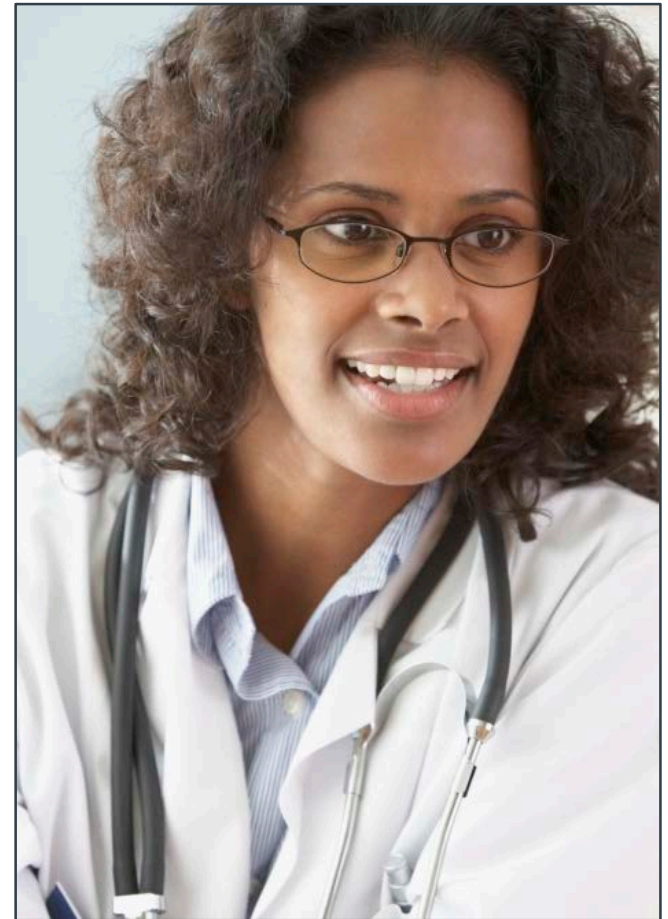
Recommendations for increasing flu vaccine rates among your patients

Flu vaccine composition/allergy information (example from 2018-2019 flu season)

https://www.cdc.gov/mmwr/volumes/68/rr/rr6803a1.htm?s_cid=rr6803a1_w#influenzavaccinecompositionandavailableproducts

Flu and Flu Vaccine Free Print materials:

<https://www.cdc.gov/flu/resource-center/freeresources/print/index.htm>



Did you know?



- Mercy Care and Mercy Care Advantage cover flu shots 100%
- Most pharmacies offer flu shots without an appointment
- Mercy Care Advantage covers transportation to get a flu shot –members just need to schedule a few days ahead of visit



Thank You

