

# Connecticut COVID Vaccine Appointment Assistance Line

## Information for Providers

In partnership with DPH, United Way of Connecticut/2-1-1 is setting up a dedicated COVID Vaccine Appointment Assistance line to enable phone-based scheduling of Vaccine appointments.

This solution is built on [Appointment Plus](#). Appointments Plus is a cloud-based scheduling platform. Providers are invited to participate in this solution and make their clinics available for scheduling through the COVID Vaccine Appointment Assistance line.

- **For users / recipients:** This phone-based option is specifically targeted at vaccine recipients with limited technology access (e.g., elderly individuals for whom an email-based system such as VAMS or other portal-based systems such as MyChart are not easily navigated). *This is not meant to fully replace other appointment channels and the call-in line will not be able to support volume for all Connecticut residents. Ct.gov/COVIDVaccine remains the primary source of information.*
- **For clinics:** This option can be used to supplement or replace the Standard VAMS scheduling or other scheduling platforms that are used

### Why Clinics may opt to participate

Appointments-Plus may offer a flexible and user-friendly way to schedule for elderly individuals or others who do not have technology access and can not easily navigate VAMS. In addition, it can allow for a third-party services (e.g., the COVID Vaccine Appointment Assistance Line) to schedule into your clinics while also allowing you to likewise schedule into clinics – a local health department can then directly schedule a patient along with the State’s broader service

### Operational Details for the COVID Vaccine Appointment Assistance line

- Hours of Operation: Monday – Friday from 8:00am – 4:30 pm. (will offer a call-back option when all contact specialists are busy serving other callers). We will aim to return calls as soon as possible, with the goal of same-day, in extended call-back hours (until 7 p.m.)
- Vaccine Appointment Assist Line phone number: 1-877-918-2224

### Details about workflow

- We will use Appointment Plus, a cloud-based scheduling tool that will allow participating healthcare partners and 2-1-1 to work together in a seamless partnership.
  - Healthcare partners will be fully in control of determining and posting available slots they want filled through this phone-based scheduling channel.
  - 2-1-1 and Healthcare partners will share full visibility in real time of each location’s schedule as appointments are booked and if availability changes.
  - System automatically sends patients appointment notifications and reminders via email and/or text.

- Appointment rosters and patient information can be downloaded easily by each participating healthcare partner from Appointment Plus as an HTML or Excel file. This allows this to be used in concert with VAMS or other online scheduling platforms.
  - Patient information collected by the Appointment Assist Line includes the following in fields that align with VAMS
    - First and Last Name
    - Date of Birth
    - Address
    - Best Contact Number and Secondary Phone
    - Secondary Phone
    - E-mail
    - Vaccination Phase Eligibility
    - Insurance Carrier, ID # and Group #
    - Gender, Race and Ethnicity

#### **For VAMS clinics**

Participating clinics would create a Third Party VAMS clinic and use Appointments-Plus for their scheduling. Pre-registration would no longer be done in VAMS, so clinics would need to do pre-registration / pre-screening using paper forms or other means.

All doses administered would still need to be logged and uploaded into VAMS using the Third-Party clinic functionality.

Appointments-Plus can be used to either replace Standard VAMS clinics or alongside a Standard VAMS clinic (e.g., one treatment station could be a Standard Clinic scheduled through VAMS and one treatment station could be a Third-Party Clinic scheduled through Appointments Plus)

Benefits and drawbacks include:

- **Advantages vs. Standard VAMS:** Phone-based patient access (no email required); ability for clinic to directly schedule individuals into slots and for Access Line to directly schedule individuals into slots
- **Drawbacks vs. Standard VAMS:** No direct pre-registration / pre-screening flow; workflow adjustments required to bulk upload recipients into VAMS

#### **Provider Requirements for Participation:**

- **Continue to abide by all elements of the COVID-19 Vaccine Provider agreement including logging and reporting every dose administered within 24 hours**
- Agree to utilize the Appointment Plus Internet-Based Calendar Solution
- Complete Appointment Plus training and onboarding; Appointment Plus will provide 1-hour virtual training.
- Create and maintain appointment availability for each location where you will administer vaccines; Additional tech support available through Appointment Plus, as needed.
- Ensure rolling 30 days of appointment availability is accessible in the calendar for 2-1-1 staff to schedule *both the 1<sup>st</sup> and 2<sup>nd</sup> appointment* during the initial call.

- 1<sup>st</sup> appointments will be booked only 18 days in advance in order to ensure adequate availability of slots at each location for second dose scheduling.
- If on-site issues (lack of vaccine availability, staffing issues, or similar) mean that healthcare partner is unable to keep a scheduled vaccine appointment, healthcare partner will reschedule directly with patient.
- Provide location-specific information, including directions, to each vaccination site in the calendar