

Provider Memorandum

Help Ensure COVID-19 Vaccine Second Dose Administration

Molina Healthcare of Illinois (Molina) reminds you to schedule vaccine follow-up appointments (i.e., appointments to receive the second dose) with patients to whom you administer the Pfizer or Moderna vaccine.

As a health care professional, you understand that vaccines from these two manufacturers only achieve full efficacy after two doses. However, your patients may not necessarily believe this. Misinformation and uninformed opinions appear across social media channels every day, and it is your responsibility to give your patients the correct information to maintain their health.

Help Patients Understand

If you are able to acquire and administer either the Pfizer or Moderna vaccine to your patients:

- Tell them that they **must** return for the second dose or will they **not** be fully protected.
- Schedule the follow-up dose **before** they leave your facility after taking the first dose:
 - Pfizer is a two-dose series separated by 21 days.
 - Moderna is a two-dose series separated by 28 days.
- Reach out 24 to 48 hours before the second dose appointment to confirm.
- Assist them with arranging a ride with MTM Transportation if needed, (855) 740-3105. This is a covered service.

Tools Your Patients Can Relate To

The Centers for Disease Control and Prevention (CDC) offers many tools that your staff, practice, or facility can use to help patients understand the facts about COVID-19 and getting vaccinated. These [tool kits](#) help fortify you with facts and information, and even include PowerPoint presentations for health care workers.

The [tool kits](#) include printable posters, stickers, social media messages, and many other illustrative communication vehicles for:

- Medical centers, clinics, clinicians: [cdc.gov/vaccines/covid-19/health-systems-communication-toolkit.html](https://www.cdc.gov/vaccines/covid-19/health-systems-communication-toolkit.html)
- Long-term care facilities: [cdc.gov/vaccines/covid-19/toolkits/long-term-care/index.html](https://www.cdc.gov/vaccines/covid-19/toolkits/long-term-care/index.html)

The COVID-19 emergency is an ongoing and dynamic situation; we sourced the most up-to-date information possible. Critical updates will be shared as appropriate.

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your Provider Network Manager, visit [Molina's Service Area](#) page at [MolinaHealthcare.com](https://www.molinahealthcare.com).

Get Critical Updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox. Join Molina's provider email list. [Click here](#) to get started.

Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.

Source: The Centers for Disease Control and Prevention (CDC)