

## Provider Job Aid – Best Practices for Flu Season

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### Why this matters now

Flu-related ED/IP utilization rises during peak season. Prioritizing vaccination helps prevent complications and avoidable flu-related admissions.

### How your team can help close gaps

- Ask all patients about flu vaccination status.
- Whenever possible, offer convenient same-day or 'nurse-only' flu vaccine appointments, and facilitate walk-in options to increase access and flexibility for patients.
- Consistently communicate that flu vaccines are provided at no cost to AmeriHealth Caritas Ohio members and highlight the \$25 CARE Card incentive available for receiving a flu shot this season to encourage participation.
- Ensure accurate documentation for each patient's vaccination status and related interactions to support population health analytics.

### Patients to prioritize (high-risk)

- with historic flu-related ED/IP admissions
- who have chronic conditions
- who are 65 years or older
- Pregnant

### Common hesitancy themes and concise responses

Some common hesitancy themes regarding the flu vaccine include safety concerns, uncertainty about timing, and worries about cost. It is important to reassure patients that the flu vaccine is safe and recommended for most adults. Additionally, getting vaccinated now still provides effective protection during the peak flu season. For AmeriHealth Caritas Ohio members, flu vaccines are covered at no cost, helping to remove financial barriers to vaccination.

### Member incentive

AmeriHealth Caritas Ohio members can earn a \$25 CARE Card for getting a flu shot this season.



**Quick clinical documentation reminder**

Use appropriate Dx, CPT, and NDC codes per your practice's billing guide to ensure claims accuracy.

If you have questions about this communication, please contact your Provider Account Executive or AmeriHealth Caritas Ohio Provider Services at 1-833-644-6001.