

## FREQUENTLY ASKED QUESTIONS

# COVID-19 VACCINATION PROGRAM FOR HOME CARE EMPLOYEES

### What is the COVID-19 Home Care Employee Vaccination Program?

Mobile Health has been approved by the NYC DOH to be a community vaccinator. Mobile Health will receive a specific allocation of COVID-19 vaccine and establish a vaccination program for home care employees.

### Where Will Vaccines be Available?

Starting on **Thursday, March 4<sup>th</sup>, 2021**, vaccines will be available at Mobile Health's Midwood Brooklyn clinic (1797 Coney Island Ave).

Additional sites may be added in the future and are to be determined.

### What Days/Hours Will Appointments be Available?

Mobile Health will offer appointments on the following days and times:

Tuesday	2:30 pm - 7:30 pm
Wednesday	2:30 pm - 7:30 pm
Thursday	8:30 am - 2:30 pm
Friday	8:30 am - 2:30 pm
Saturday	8:30 am - 3:30 pm
Sunday	8:30 am - 1:30 pm

### Who is Eligible to Receive the Vaccine?

This program is specifically for home care workers. As such, only home care workers are eligible.

### How Do I Make Appointments for My Employees?

Agencies **must** use Mobile Health's portal to make appointments. Walk-ins are **not allowed**. When making appointments, please log into the Mobile Health portal and follow these instructions:

- Select the "**Midwood-COVID**" branch. This is the only location where a vaccine appointment can be scheduled.
- When scheduling, use the procedure code **CVD/V** or procedure name "**COVID-19 Vaccination.**" This is the only procedure that can be scheduled at the Midwood-COVID location.
- **IMPORTANT:** Please include **both** email address and mobile phone number of each home care worker when scheduling. This will allow each home care worker to receive an email and text the morning of their appointment with information.

## **I Am Not A Mobile Health Client or Do Not Have a Login for the Mobile Health Portal. What Do I Do?**

This program is available for all home care workers and agencies. If you are not a current Mobile Health client and do not have access to our scheduling portal, please email [accountmanagers@mobilehealth.net](mailto:accountmanagers@mobilehealth.net) to be set up.

## **What is The Cost to Agencies?**

There is no cost to agencies. Please have your employees bring their insurance card.

## **Are There Individuals Who Should Not be Scheduled?**

The COVID-19 vaccine should not be given within 14 days of the employee receiving any other type of vaccine. Home care employees will be screened by Mobile Health clinical team to ensure their medical ability to receive the vaccine.

## **Will We Receive Proof of Vaccine from Mobile Health?**

No, Mobile Health will not send a medical record through the portal with vaccine information. You must request proof of vaccinations directly from your employees.

## **Who do I Contact for More Questions?**

Please contact your Mobile Health Account Manager or email [accountmanagers@mobilehealth.net](mailto:accountmanagers@mobilehealth.net) if you have additional questions.