

Health Plan Performance Improvement Project (PIP)

Health Plan: AmeriHealth Caritas of Louisiana

PIP Title: Ensuring Access to the COVID-19 Vaccine Among Healthy Louisiana Vaccine-Eligible Enrollees

PIP Implementation Period: April 2021- Ongoing

Project Phase: Interim

Submission Dates:

	Baseline	Interim	Final
Version 1	5/7/2021	12/31/2021	2/9/2023
Version 2		12/30/2022	

MCO Contact Information

1. Principal MCO Contact Person

[PERSON RESPONSIBLE FOR COMPLETING THIS REPORT AND WHO CAN BE CONTACTED FOR QUESTIONS]

First and last name: Carrie Blades
Title: Quality Performance Specialist, Clinical
Phone number: 985-852-0390
Email: cblades@amerihealthcaritasla.com

2. Additional Contact(s)

[PERSON(S) RESPONSIBLE IN THE EVENT THAT THE PRINCIPAL CONTACT PERSON IS UNAVAILABLE]

First and last name: Rhonda Baird
Title: Quality Director
Phone number: 225-300-9111
Email: rbaird@amerihealthcaritasla.com

First and last name: Jana Blaylock
Title: Quality Management Manager
Phone number: (318) 816-9074
Email: jblaylock@amerihealthcaritasla.com

3. External Collaborators (if applicable): Louisiana Department of Health
Vaccination Strike Teams; Vaccine Providers; Office of Public Health

Attestation

Plan Name: AmeriHealth Caritas of Louisiana

Title of Project: Ensuring access to the COVID-19 vaccine among Healthy Louisiana vaccine-eligible enrollees

The undersigned approve this PIP and assure involvement in the PIP throughout the course of the project.

Medical Director signature: Rodney Wise, MD

First and last name: Rodney Wise, MD

Date: 02/28/2023

CEO signature: 

First and last name: Kyle Viator

Date: 02/28/2023

Quality Director signature: Rhonda Baird

First and last name: Rhonda Baird

Date: 02/28/2023

Updates to the PIP

For Interim and Final Reports Only: Report all changes in methodology and/or data collection from initial proposal submission in the table below.

[EXAMPLES INCLUDE: ADDED NEW INTERVENTIONS, ADDED A NEW SURVEY, CHANGE IN INDICATOR DEFINITION OR DATA COLLECTION, DEVIATED FROM HEDIS® SPECIFICATIONS, REDUCED SAMPLE SIZE(S)]

Table 1: Updates to PIP

Change	Date of change	Area of change	Brief Description of change: Indicate each new barrier analysis finding, MM/YY of modified intervention & summarize how interventions were modified to address newly identified barriers. Add rows as needed.
Change 1	1//6/2022	<input type="checkbox"/> Project Topic <input type="checkbox"/> Methodology <input type="checkbox"/> Barrier Analysis and Interventions <input checked="" type="checkbox"/> Other	Added 5-11 year old intervention tracking measures
Change 2	2/7/2022	<input type="checkbox"/> Project Topic <input type="checkbox"/> Methodology <input type="checkbox"/> Barrier Analysis and Interventions <input checked="" type="checkbox"/> Other	Added 5-11 year olds to the Provider Portal COVID 19 Vaccination and Overdue report, vaccination status updates weekly
Change 3	1/1/2022 for 12-15 and 16+	<input type="checkbox"/> Project Topic <input type="checkbox"/> Methodology <input checked="" type="checkbox"/> Barrier Analysis and Intervention <input type="checkbox"/> Other	Incorporate education regarding COVID 19 Eligibility and Overdue reports, along with education on provider and enrollee incentives into all provider facing interactions as tracking intervention
Change 4	2/7/2022 5-11 year olds	<input type="checkbox"/> Project Topic <input type="checkbox"/> Methodology <input checked="" type="checkbox"/> Barrier Analysis and Intervention <input type="checkbox"/> Other	Incorporate education regarding COVID 19 Eligibility and Overdue reports, along with education on provider and enrollee incentives into all provider facing interactions as tracking intervention
Change 5	7/1/2022	<input checked="" type="checkbox"/> Project Topic <input type="checkbox"/> Methodology <input type="checkbox"/> Barrier Analysis and Intervention <input type="checkbox"/> Other	Addition of new age group interventions: 6 months to 4 years

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Abstract

For Final Report submission only. Do not exceed 1 page.

Project Topic/Rationale

On May 4, 2021, President Biden set a goal of 70% U.S. adults to have received at least one COVID-19 vaccine dose by July 4, 2021. The PIP's target rates reflect targets based on President Biden's initial aim and carried over into 2022. The COVID 19 Vaccine Performance Improvement Project (PIP) aimed to ensure access to COVID-19 vaccination for Healthy Louisiana enrollees. In order to facilitate vaccination of all eligible enrollees, AmeriHealth Caritas Louisiana (ACLA) implemented robust sets of interventions to address two key intervention objectives:

1. Enrollee Intervention Objective: outreach and educate eligible enrollee(s) and facilitate to schedule appointments with any vaccine provider for COVID 19 vaccination and/or vaccination series.

2. Provider Intervention Objective: educate providers on evidence-based recommendations and assist providers with identifying COVID-19 vaccine eligible enrollee(s).

Methodology

The Louisiana Department of Health (LDH) provided baseline data for the COVID-19 Vaccine PIP on April 1, 2021. Ongoing Covid-19 vaccination files are collected via the state immunization registry (LINKS) and shared by LDH weekly. Other data sources may include administrative data from claims (pharmacy, immunization and medical). For Intervention Tracking Measures (ITM), data is collected monthly, utilizing claims (pharmacy, immunization and medical), clinical documentation software and departmental tracking tools. Performance Indicator and Intervention Tracking Measure data are validated and monitored as appropriate through trending, PDSA cycles, run charts, and other QI tools to analyze impact and effectiveness.

Interventions

ACLA aligned and coordinated interventions with the objectives described in President Biden's COVID-19 Preparedness Plan released in March, 2022. A multi-disciplinary team from ACLA participates in developing, implementing, tracking, and adjusting numerous provider and enrollee related interventions to facilitate COVID 19 vaccinations amongst enrollees. Enrollee outreach initiatives include telephonic education with scheduling assistance, texting campaigns, website education, community events and social media campaigns. To further efforts, both enrollee and provider incentives were enacted. Provider efforts include education regarding enrollee and provider incentives, how to become a vaccine provider, community vaccination events and use of provider portal Vaccine Status reports. Provider education is conducted during Provider Network Management meetings, Quality virtual meetings, and Provider Advisory Council meetings. Additionally, provider alerts, COVID-19 news and updates, and provider newsletters are updated on ACLA's website.

Results

The findings of intervention monitoring measures and monthly performance indicators were used to help ACLA ensure that enrollees received the COVID-19 vaccination. The strategy was able to compare each month to the one before, make improvements, and increase interventions to help achieve good results. The monthly findings were also used to guide discussions, identify problems, highlight disparity, and fix them in our weekly and monthly interdepartmental meetings.

Conclusions

Although we would have liked to reach President Biden's vaccination goal of 70% or higher among our enrollees, the plan notices that any rise in the rate of immunization is a success. We reached the end of 2021 with 41.90 percent of our eligible population fully vaccinated, and 2022 brought roughly 49.10 percent of the enrollee population fully vaccinated. As we dealt with competing concerns including other public health challenges, the economic crisis, inflation, personnel issues in our provider offices, and the shifting landscape of the illness, 2022 presented new hurdles to maintaining the COVID-19 immunization momentum, but our plan continued to press on. Our plan considers each enrollee who we helped get vaccinated to be a success, and we believe that this will have a positive ripple effect within our plan, the communities we serve and our state.

Next Steps

Although the plan did not achieve its intended aims, participants and providers received meaningful interventions throughout the year. The data that is gathered will continue to guide ACLA and will be used to help create activities to boost vaccination rates. In 2023, we look forward to expanding on a number of existing interventions and creating new ones to help ensure that enrollees receive their COVID-19 immunizations.

Project Topic

To be completed upon Proposal submission. Do not exceed 2 pages.

Describe Project Topic and Rationale for Topic Selection

- **Describe how PIP Topic addresses your enrollee needs and why it is important to your enrollees:** Concerns regarding Louisiana's and America's capacity to resist long term health and other consequences have been raised by the COVID-19 pandemic's extraordinary and extensive effects. The immunization and suggested boosters are the greatest ways to prevent the illness, its short- and long-term effects, and its potentially disastrous outcomes. COVID-19 has highlighted many opportunities for improvement amongst our enrollees. It is important and necessary that enrollees obtain the vaccination in order to reduce their risks of developing a serious disease, necessitating hospitalization, experiencing side effects after contracting the disease, and possible demise from COVID.
- **Describe vaccine eligibility:** The Louisiana Department of Health website (<https://ldh.la.gov/index.cfm/page/4137>, 2021) lists vaccine eligibility. All individuals 6 months and older are eligible for COVID-19 vaccinations.
- **Describe current research support for topic (e.g., clinical guidelines/standards):** The Advisory Committee on Immunization Practices (ACIP) issued interim recommendations on the use of available COVID-19 vaccines to prevent COVID-19 (Oliver et al., 2020b). The State of Louisiana COVID-19 Vaccination Playbook's rationale for prioritizing persons with these conditions is to protect the most vulnerable, and cites the current CDC guidelines (CDC, 2020). Also utilized was the Kaiser Family Foundation COVID-19 Vaccine Monitor.

Aims, Objectives and Goals

Aim: Ensure access to COVID-19 vaccination for Healthy Louisiana enrollees.

Objective:

- **The key objective of this PIP is to facilitate COVID-19 vaccination of all eligible enrollees.**

Interventions:

A. Enrollee Interventions will be the focus of this PIP, as follows:

1. Refer and facilitate making appointments for eligible enrollees engaged in case management to COVID-19 vaccination sites.
2. Refer and facilitate making appointments for eligible enrollees NOT engaged in case management to COVID-19 vaccination sites.
3. Educate and inform enrollees on vaccine merits, safety and accessibility with comprehensive and clear communication in accordance with the State of Louisiana communication plan for the COVID-19 vaccine [e.g., LDH COVID-19 website: [Louisiana Coronavirus COVID-19 | Department of Health | State of Louisiana \(la.gov\)](https://ldh.la.gov/coronavirus)].
4. Provide enrollees with second dose reminders for those overdue.

B. Provider Interventions

5. Distribute listings of COVID-19 vaccine-eligible enrollees, as well as listings of pharmacy vaccination sites and other LINK-enrolled providers, to PCPs.
6. Conduct training and education of providers, when necessary, using LINKS training videos and CDC/ACIP evidence-based guidance in collaboration with the Tri-Regional LINKS Outreach Coordinators.

C. Collaborate with state and local partners

7. Outreach to racial/ethnic minority enrollees. Utilize COVID-19 vaccination coverage reports generated in LINKS to track and monitor COVID-19 vaccination rates and to determine pockets of need (e.g., zip code and region level). Collaborate and coordinate with the Louisiana Department of Health Vaccination Strike Teams to vaccinate hard-to-reach target populations in Louisiana.
8. Collaborate with the Office of Public Health on vaccine education materials.

Table 2: Goals

Indicators	Baseline Rate ² Measurement Period:	Target Rate ³	Rationale for Target Rate ⁴
Indicator 1: Receipt of COVID-19 vaccine			
Measure A: Receipt of at least one dose of COVID-19 vaccine	N: 20,122 D: 142,744 R: 14.10%	R: 70%	70% compliance rate by July 4, 2021 per President Biden's goal set for US
Measure B: Receipt of a complete vaccine series¹	N:10,478 D: 142,744 R: 7.34%	R: 70%	
Indicator 2: Racial/ethnic disparity in receipt of at least one dose of COVID-19 vaccine:			
Measure A: White enrollees receiving at least one dose	N: 3,238 D: 30,525 R: 10.61%	R: 25.60	Increase from baseline by 15%
Measure B: Black enrollees receiving at least one dose	N: 6,631 D: 47,717 R: 13.90%	R: 28.89	
Measure C: Hispanic/Latino enrollees receiving at least one dose	N: 653 D: 7,508 R: 8.70%	R: 23.69%	
Measure D: Enrollees of other, missing, or unknown race/ethnicity receiving at least one dose	N: 9,600 D: 56,994 R: 16.84%	R: 31.84%	
Indicator 3: Racial/ethnic disparity in receipt of a complete COVID-19 vaccine course¹:			
Measure A: White enrollees receiving a complete COVID-19 vaccine course	N: 1,672 D: 30,525 R: 5.48%	R: 20.48%	Increase from baseline by 15%
Measure B: Black enrollees receiving a complete COVID-19 vaccine course	N: 3,440 D: 47,717 R: 7.21%	R: 22.21%	

Indicators	Baseline Rate ² Measurement Period:	Target Rate ³	Rationale for Target Rate ⁴
Measure C: Hispanic/Latino enrollees receiving a complete COVID-19 vaccine course Measure D: Enrollees of other, missing, or unknown race/ethnicity receiving a complete COVID-19 vaccine course	N: 312 D: 7,508 R: 4.16% N: 5,049 D: 56,994 R: 8.86%	R: 19.16% R: 23.86%	
Indicator 4: Receipt of COVID-19 vaccine by the pediatric population⁵ Measure A: Receipt of at least one dose of COVID-19 vaccine: children ages 12-15 years Measure B: Receipt of a complete vaccine series¹: children ages 12-15 years Measure C: Receipt of at least one dose of COVID-19 vaccine: children ages 5-11 years Measure D: Receipt of a complete vaccine series¹: children ages 5-11 years Measure E: Receipt of at least one dose of COVID-19 vaccine: children ages 6 months- 4 years Measure F: Receipt of complete vaccine series: children ages 6 months- 4 years	N: 1,126 D: 20,857 R: 5.40% N: 699 D: 20,857 R: 3.35% N: 1,228 D: 34,382 R: 3.57% N: 340 D: 34,382 R: 0.99% N:30 D:22,671 R:0.13% N:1 D:22,671 R:0.00%	R: 70% R: 70% R: 70% R: 70% R:70% R:70%	To align with the adult population target rate, as proposed by President Biden

1. This refers to completion of a 2-dose series for 2-dose vaccines (e.g., Pfizer and Moderna) and receipt of one dose for vaccines only requiring one dose (e.g., Johnson and Johnson).
2. LDH/U LM Report as of 4/1/21.
3. Upon evaluation of progress, consideration should be given to improving the target rate, if it has been met or exceeded at that time.
4. Indicate the rationale, e.g., percentage point improvement based upon the strength of interventions.
5. For the pediatric population, the denominator equals the number of eligible enrollees based on the FDA authorization. The denominator will change significantly as the age range of pediatric authorization changes. The baseline period for children ages 12-15 years will start with the 7/2/2021 COVID-19 Vaccine Summary Report. The baseline period for children ages 5-11 years will start with the 12/9/21 COVID-19 Vaccine Summary Report.

Methodology

To be completed upon Proposal submission.

Table 3: Performance Indicators

Indicator	Description	Data Source	Eligible Population	Exclusion Criteria	Numerator	Denominator
Indicator 1	Receipt of COVID-19 vaccine	Numerator: State immunization registry (LINKS) Denominator: Medicaid enrollment data	All Medicaid enrollees, age 16+	---	Measure A: Persons who received at least one vaccine dose Measure B: Persons who received a complete vaccine course ¹	All Medicaid enrollees, age 16+
Indicator 2	Indicator 2: Racial/ethnic disparity in receipt of at least one dose of COVID-19 vaccine: Measure A: White enrollees receiving at least one dose Measure B: Black enrollees receiving at least one dose Measure C: Hispanic/Latino enrollees receiving at least one dose Measure D: Enrollees of other, missing, or unknown race/ethnicity receiving at least one dose	Numerator: State immunization registry (LINKS) Denominator: Medicaid enrollment data	All Medicaid enrollees, stratified by race/ethnicity, age 16+	--	Persons who received at least one vaccine dose	Eligible individuals as listed in LDH Report
Indicator 3	Indicator 3: Racial/ethnic disparity in receipt of a complete COVID-19 vaccine course ¹ : Measure A: White enrollees receiving a complete COVID-19 vaccine course	Numerator: State immunization registry (LINKS) Denominator: Medicaid enrollment data	All Medicaid enrollees, stratified by race/ethnicity, age 16+	--	Persons who received a complete COVID-19 vaccine course ¹	All Medicaid enrollees

Indicator	Description	Data Source	Eligible Population	Exclusion Criteria	Numerator	Denominator
	<p>Measure B: Black enrollees receiving of a complete COVID-19 vaccine course</p> <p>Measure C: Hispanic/Latino enrollees receiving a complete COVID-19 vaccine course</p> <p>Measure D: Enrollees of other, missing, or unknown race/ethnicity receiving a complete COVID-19 vaccine course</p>					
Indicator 4	Receipt of COVID-19 vaccine by the pediatric population ²	<p>Numerator: State immunization registry (LINKS)</p> <p>Denominator: Eligible enrollees based on the FDA authorization</p>	All Medicaid pediatric population enrollees who are eligible based on the FDA authorization	---	<p>Measure A: Persons who received at least one vaccine dose</p> <p>Measure B: Persons who received a complete vaccine series¹</p>	All Medicaid pediatric population enrollees
<p>¹This refers to completion of a 2-dose series for 2-dose vaccines (e.g., Pfizer and Moderna) and receipt of one dose for vaccines only requiring one dose (e.g., Johnson and Johnson).</p> <p>²For the pediatric population, the denominator equals the number of eligible enrollees based on the FDA authorization. The denominator will change significantly as the age range of pediatric authorization changes. The baseline period for children ages 12-15 years will start with the 7/2/2021 COVID-19 Vaccine Summary Report. The baseline period for children ages 5-11 years will start with the 12/9/21 COVID-19 Vaccine Summary Report.</p>						

Data Collection and Analysis Procedures

Is the entire eligible population being targeted by PIP interventions? If not, why?

The entire eligible population at AmeriHealth Caritas Louisiana will be targeted by the PIP's interventions.

Sampling Procedures

If sampling was employed (for targeting interventions, medical record review, or survey distribution, for instance), the sampling methodology should consider the required sample size, specify the true (or estimated) frequency of the event, the confidence level to be used, and the margin of error that will be acceptable.

- **Describe sampling methodology:** N/A

Data Collection

Describe who will collect the performance indicator and intervention tracking measure data (using staff titles and qualifications), when they will perform collection, and data collection tools used (abstraction tools, software, surveys, etc.). If a survey is used, indicate survey method (phone, mail, face-to-face), the number of surveys distributed and completed, and the follow-up attempts to increase response rate.

- **Describe data collection:**
AmeriHealth Caritas of Louisiana's Populations Health Solutions Analyst collects data based on the COVID-19 Vaccine files sent by LDH. Other data sources may include administrative data from claims (pharmacy, immunization and medical) of all eligible enrollees. COVID 19 Vaccine files will be collected weekly. For Intervention Tracking Measures (ITM), data will be collected monthly, utilizing claims (pharmacy, immunization and medical), clinical documentation software and departmental tracking tools.

Validity and Reliability

Describe efforts used to ensure performance indicator and intervention tracking measure data validity and reliability. For medical record abstraction, describe abstractor training, inter-rater reliability (IRR) testing, quality monitoring, and edits in the data entry tool. For surveys, indicate if the survey instrument has been validated. For administrative data, describe validation that has occurred, methods to address missing data and audits that have been conducted.

- **Describe validity and reliability:**
Performance Indicator and Intervention Tracking Measure data will be validated and monitored as appropriate through trending, PDSA cycles, run charts, and other QI tools to analyze impact and effectiveness. The process for verifying ITM data validity and reliability will be conducted by quality associates with each department.

Data Analysis

*Explain the data analysis procedures and, if statistical testing is conducted, specify the procedures used (note that hypothesis testing should only be used to test significant differences between **independent** samples; for instance, differences between health outcomes among sub-populations within the baseline period is appropriate). Describe the methods that will be used to analyze data, whether measurements will be compared to prior results or similar studies, and if results will be compared among regions, provider sites, or other subsets or benchmarks. Indicate when data analysis will be performed (monthly, quarterly, etc.).*

Describe how plan will interpret improvement relative to goal.

Describe how the plan will monitor intervention tracking measures (ITMs) for ongoing quality improvement (e.g., stagnating or worsening quarterly ITM trends will trigger barrier/root cause analysis, with findings used to inform modifications to interventions).

- **Describe data analysis procedures:**
Analysis will address the comparability of baseline and re-measurement data, including factors that impact validity. Results with present numerical data that is accurate, clear, and easily understood. Interpretation will involve looking at all possible explanations for results and factors that may have affected them. Historical circumstances will be considered. Visual displays of data will facilitate analysis and communicate results.
- **Describe how plan will interpret improvement relative to goal:**
Data analysis will guide how well interventions are influencing performance indicator rates and outcomes. This data will be assessed against established goals and will drive decisions on effectiveness of change.

Describe how plan will monitor ITMs for ongoing QI: ITMs will be validated and monitored weekly and monthly as appropriate through trending, PDSA cycles, run charts, and other QI tools to analyze impact and effectiveness. The process for verifying ITM data validity and reliability will be conducted by quality associates with each department.

- ACLA obtains direct enrollee and provider feedback from enrollees and providers regarding COVID-19 drivers and barriers through direct outreach, which is documented in clinical documentation tools and continuous enrollee and provider advisory feedback. An interdepartmental workgroup meeting occurs on a regular basis for the multidisciplinary team to provide next steps and recommendation on feedback received, whether by provider(s), enrollees or the team assisting with outreach efforts.

PIP Timeline

Start Date: April 9, 2021

Baseline Measurement Period: COVID-19 Vaccine Report as of 4/1/21, except for the pediatric population, for whom the baseline period starts with the 7/2/2021 COVID-19 Vaccine Summary Report

PIP Interventions (New or Enhanced) Initiated: 4/9/2021

Submission of Baseline Report Due: 5/7/2021

Submission of Interim Report Due: 12/31/2021

Submission of Final Report Due: 12/31/2022

Barrier Analysis, Interventions, and Monitoring

To be completed upon Proposal submission (to be updated for baseline, interim and final reports).

2022 Table 4: Alignment of Barriers, Interventions and Tracking Measures

Barrier 1: Enrollees need help with accessing COVID-19 vaccine. MCO-identified Barriers (indicate month, and elaborate in footnote as needed beneath table)		Jan 2022	Feb 2022	Mar 2022	April 2022	May 2022	June 2022	July 2022	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022
Intervention to address barrier 1: 1. Develop and implement COVID-19 vaccination outreach to enrollees engaged in case management. Case Managers will telephonically outreach to enrollees enrolled in CM to assist with scheduling vaccine appointment. Planned Start Date: 4/9/2021	Intervention tracking measure 1(a): <i>Percentage of enrollees age 16+ who are engaged in CM and had an appointment made for COVID-19 vaccination</i> N: # vaccine eligible enrollees 16+ engaged in CM with appointments made at any vaccine provider D: # vaccine eligible enrollees 16+ otherwise engaged in case management 1(aa) N: # of vaccine eligible enrollees 16+ engaged in CM successfully contacted D: # of vaccine eligible enrollees 16+ engaged in CM who were outreached (successfully and unsuccessfully)	N:96 D:979 R:9.81%	N:89 D:944 R:9.43%	N:62 D:932 R:6.65%	N:60 D:901 R:6.66%	N:51 D:842 R:6.06%	N:44 D:815 R:5.40%	N:52 D:747 R: 6.96%	N:46 D:689 R:6.68%	N:40 D:647 R:6.18%	N:40 D:651 R:6.14%	N:40 D:641 R:6.24%	N:29 D:631 R:4.60%
		N:165 D:188 R:87.77%	N:151 D:177 R:85.31%	N:113 D:148 R:76.35%	N:118 D:135 R:87.41%	N:123 D:134 R:91.79%	N:127 D:144 R:88.19%	N:122 D:131 R:93.13%	N:127 D:138 R:92.03%	N:91 D:102 R:89.22%	N:110 D:112 R:98.21%	N:119 D:154 R:77.27%	N:66 D:69 R:95.65%

<p>Actual Start Date:4/9/2021 Revised Intervention to address MCO-identified barrier: Revision Date:</p>	<p>1(aaa) N: # of vaccine eligible enrollees 16+ engaged in CM with appointment made at any vaccine provider D: # of vaccine eligible enrollees 16+ engaged in CM successfully contacted</p> <p>Intervention tracking measure 1b: <i>Percentage of enrollees age 12-15 who are engaged in CM and had an appointment made for COVID-19 vaccination</i></p> <p>N: # vaccine eligible enrollees 12-15 engaged in CM with appointments made at any vaccine provider D: # vaccine eligible enrollees 12-15 otherwise engaged in case management</p>	<p>N:96 D:165 R:58.18%</p>	<p>N:89 D:151 R:58.94%</p>	<p>N:62 D:113 R:54.87%</p>	<p>N:60 D:118 R:50.85%</p>	<p>N:51 D:123 R:41.46%</p>	<p>N:44 D:127 R:34.65%</p>	<p>N:52 D:122 R:42.62%</p>	<p>N:46 D:127 R:36.22%</p>	<p>N:40 D:91 R:43.96%</p>	<p>N:40 D:110 R:36.36%</p>	<p>N:40 D:119 R:33.61%</p>	<p>N:29 D:66 R:43.94%</p>
<p>Planned Start Date: 7/1/2021 Actual Start Date:7/1/2021 Revised Intervention to address MCO-identified barrier: Revision Date</p>	<p>1(bb) N: # of vaccine eligible enrollees 12-15 engaged in CM successfully contacted D: # of vaccine eligible enrollees 12-15 engaged in CM who were outreached (successfully and unsuccessfully)</p> <p>1(bbb) N: # of vaccine eligible enrollees 12-15 engaged in CM with appointment</p>	<p>N:3 D:41 R:7.32%</p>	<p>N:7 D:48 R:14.58%</p>	<p>N:0 D:47 R:0.00%</p>	<p>N:3 D:54 R:5.56%</p>	<p>N:2 D:53 R:3.77%</p>	<p>N:2 D:51 R:3.92%</p>	<p>N:1 D:44 R:2.27%</p>	<p>N:5 D:46 R:10.86%</p>	<p>N:0 D:43 R:0.00%</p>	<p>N:0 D:44 R:0.00%</p>	<p>N:2 D:41 R:4.88%</p>	<p>N:0 D:45 R:0.00%</p>
<p>Planned Start Date: 7/1/2021 Actual Start Date:7/1/2021 Revised Intervention to address MCO-identified barrier: Revision Date</p>	<p>1(bb) N: # of vaccine eligible enrollees 12-15 engaged in CM successfully contacted D: # of vaccine eligible enrollees 12-15 engaged in CM who were outreached (successfully and unsuccessfully)</p> <p>1(bbb) N: # of vaccine eligible enrollees 12-15 engaged in CM with appointment</p>	<p>N:7 D:12 R:58.33%</p>	<p>N:9 D:14 R:64.29%</p>	<p>N:3 D:7 R:42.86%</p>	<p>N:9 D:9 R:100%</p>	<p>N:4 D:4 R:100%</p>	<p>N:3 D:5 R:60.00%</p>	<p>N:2 D:3 R:66.67%</p>	<p>N:9 D:11 R:81.82%</p>	<p>N:2 D:2 R:100%</p>	<p>N:1 D:1 R:100%</p>	<p>N:13 D:16 R:81.25%</p>	<p>N:1 D:1 R:100%</p>
		<p>N:3 D:7 R:42.86%</p>	<p>N:7 D:9 R:77.78%</p>	<p>N:0 D:3 R: 0.00%</p>	<p>N:3 D:9 R:33.33%</p>	<p>N:2 D:4 R:50.00%</p>	<p>N:2 D:3 R:66.67%</p>	<p>N:1 D:2 R:50.00%</p>	<p>N:5 D:9 R:55.56%</p>	<p>N:0 D:2 R:0.00%</p>	<p>N:0 D:1 R:0.00%</p>	<p>N:2 D:13 R:15.39%</p>	<p>N:0 D:1 R:0.00%</p>

<p>Planned Start Date: 1/6/2022 Actual Start Date: 1/6/2022 Revised Intervention to address MCO- identified barrier: Revision Date:</p>	<p>made at any vaccine provider D: # of vaccine eligible enrollees 12-15 engaged in CM successfully contacted</p> <p>Intervention tracking measure 1c: <i>Percentage of enrollees age 5-11 who are engaged in CM and had an appointment made for COVID-19 vaccination</i></p> <p>N: # vaccine eligible enrollees 5-11 engaged in CM with appointments made at any vaccine provider D: # vaccine eligible enrollees 5-11 otherwise engaged in case management</p> <p>1(cc) N: # of vaccine eligible enrollees 5-11 engaged in CM successfully contacted D: # of vaccine eligible enrollees 5-11 engaged in CM who were outreached (successfully and unsuccessfully)</p> <p>1(ccc) N: # of vaccine eligible enrollees 5-11 engaged</p>	<p>N:29 D:112 R:25.89%</p> <p>N:44 D:66 R:66.67%</p> <p>N:29 D:44 R:65.91%</p>	<p>N:17 D:119 R:14.29%</p> <p>N:24 D:33 R:72.73%</p> <p>N:17 D:24 R:70.83%</p>	<p>N:15 D:122 R:12.30%</p> <p>N:19 D:39 R:48.72%</p> <p>N:15 D:19 R:78.95%</p>	<p>N:7 D:114 R: 6.14%</p> <p>N:15 D:18 R:83.33%</p> <p>N:7 D:15 R:46.67%</p>	<p>N:4 D:107 R:3.74%</p> <p>N:10 D:14 R:71.43%</p> <p>N:4 D:10 R:40.00%</p>	<p>N:3 D:104 R:2.89%</p> <p>N:7 D:10 R:70.00%</p> <p>N:3 D:7 R:42.86%</p>	<p>N:1 D:91 R:1.10%</p> <p>N:3 D:8 R:37.50%</p> <p>N:1 D:3 R:33.33%</p>	<p>N:4 D:86 R:4.65%</p> <p>N:8 D:13 R:61.64%</p> <p>N:4 D:8 R:50.00%</p>	<p>N:3 D:79 R:3.80%</p> <p>N:4 D:4 R:100%</p> <p>N:3 D:4 R:75.00%</p>	<p>N:3 D:86 R:3.49%</p> <p>N:4 D:4 R:100%</p> <p>N:3 D:4 R:75.00%</p>	<p>N:3 D:84 R:3.57%</p> <p>N:10 D:11 R:90.91%</p> <p>N:3 D:10 R:30.00%</p>	<p>N:0 D:69 R:0.00%</p> <p>N:1 D:1 R:100%</p> <p>N:0 D:1 R:0.00%</p>
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<p>Planned Start Date: 7/1/2022 Actual Start Date: 7/21/2022 Revised Intervention to address MCO-identified barrier: Revision Date:</p>	<p>in CM with appointment made at any vaccine provider D: # of vaccine eligible enrollees 5-11 engaged in CM successfully contacted</p> <p>Intervention tracking measure 1d: <i>Percentage of enrollees age 6 months- 4 years who are engaged in CM and had an appointment made for COVID-19 vaccination</i></p> <p>N: # vaccine eligible enrollees 6m-4 years engaged in CM with appointments made at any vaccine provider D: # vaccine eligible enrollees 6m- 4 years otherwise engaged in case management</p> <p>1(dd) N: # of vaccine eligible enrollees 6m – 4 years engaged in CM successfully contacted D: # of vaccine eligible enrollees 6m- 4 years engaged in CM who were outreached (successfully and unsuccessfully)</p> <p>1(ddd) N: # of vaccine eligible enrollees 6m-4 years engaged in CM with appointment made at any vaccine provider D: # of vaccine eligible enrollees 6m – 4 years</p>	N/A	N/A	N/A	N/A	N/A	N/A	N:0 D:55 R:0.00%	N:3 D:58 R:5.17%	N:1 D:60 R:1.67%	N:2 D:60 R:3.33%	N:4 D:60 R:6.67%	N:2 D:55 R:3.64%
		N/A	N/A	N/A	N/A	N/A	N/A	N:4 D:5 R:80.00%	N:4 D:8 D:50.00%	N:9 D:9 R:100%	N:8 D:21 R:38.10%	N:8 D:23 R:34.78%	N:8 D:13 R:61.54%
		N/A	N/A	N/A	N/A	N/A	N/A	N:0 D:4 R:0.00%	N:3 D:4 R:75.00%	N:1 D:9 R:11.11%	N:2 D:8 R:25.00%	N:4 D:8 R:50.00%	N:2 D:8 R:25.00%

	engaged in CM successfully contacted													
Intervention to address barrier 2: 2. Develop and implement COVID-19 vaccination outreach to enrollees NOT engaged in case management. Care coordinator and Community Navigator will telephonically outreach enrollees not enrolled in CM to assist with scheduling vaccine appointment.	Intervention tracking measure 2a: <i>Percentage of enrollees age 16+ who are NOT engaged in CM and had an appointment made for COVID-19 vaccination</i> N: # vaccine eligible enrollees 16+ NOT IN CM with appointments made at any vaccine provider D: # vaccine eligible enrollees 16+ NOT engaged in case management 2(aa) N: # of vaccine eligible enrollees 16+ NOT engaged in CM with successful contact D: # of vaccine eligible enrollees 16+ NOT engaged in CM outreached (successful and unsuccessful) 2(aaa) N: # of vaccine eligible enrollees 16+ NOT engaged in CM successfully outreached with appointments made at any vaccine provider D: # of vaccine eligible enrollees 16+ NOT in CM successfully outreached.	N:821 D:83,542 R:0.98%	N:867 D:82,555 R:1.05%	N:727 D:81,674 R:0.89%	N:609 D:81,371 R:0.75%	N:663 D:81,787 R: 0.81%	N:695 D:81,631 R:0.85%	N:590 D:77,913 R:0.76%	N:654 D:78,072 R:0.84%	N:541 D:78,187 R:0.69%	N:493 D:78,713 R:0.63%	N:391 D:79,405 R:0.49%	N:270 D:80,844 R:0.33%	
Planned Start Date: 4/9/2021 Actual Start Date: 4/9/2021 Revised Intervention to address MCO-		N:1,863 D:2,732 R:68.19%	N:1,970 D:2,837 R:69.44%	N:1,830 D:3,619 R:50.57%	N:1,612 D:3,000 R:53.73%	N:2,009 D:2,975 R:67.53%	N:2,038 D:3,107 R:65.59%	N:1,788 D:2,449 R:73.01%	N:2,184 D:2,720 R:80.29%	N:1,573 D:1,906 R:82.23%	N:1,376 D:1,635 R:84.16%	N:4,891 D:8,123 R:60.21%	N:783 D:963 R:81.31%	
		N:821 D:1,863 R:44.07%	N:867 D:1,970 R:44.01%	N:727 D:1,830 R:39.73%	N:609 D:1,612 R:37.78%	N:663 D:2,009 R:33.00%	N:695 D:2,038 R:34.10%	N:590 D:1,788 R:33.00%	N:654 D:2,184 R:29.95%	N:541 D:1,573 R:34.39%	N:493 D:1,376 R:35.83%	N:391 D:4,891 R:7.99%	N:270 D:783 R:34.48%	

<p>identified barrier: Revision Date:</p> <p>Planned Start Date: 7/1/2021 Actual Start Date: 7/1/2021 Revised Intervention to address MCO-identified barrier: Revision Date:</p>	<p>Intervention tracking measure 2b: <i>Percentage of enrollees age 12-15 who are NOT engaged in CM and had an appointment made for COVID-19 vaccination</i></p> <p>N: # vaccine eligible enrollees 12-15 NOT in CM with appointments made at any vaccine provider D: # vaccine eligible enrollees 12-15+ NOT engaged in case management</p> <p>2(bb) N: # of vaccine eligible enrollees 12-15 NOT engaged in CM with successful contact D: # of vaccine eligible enrollees 12-15 NOT engaged in CM outreached (successful and unsuccessful)</p> <p>2(bbb) N: # of vaccine eligible enrollees 12-15 NOT engaged in CM successfully outreached</p>	<p>N:186 D:15,085 R:1.23%</p> <p>N:356 D:548 R:64.96%</p> <p>N:186 D:356 R:52.25%</p>	<p>N:148 D:14,721 R:1.00%</p> <p>N:331 D:516 R:64.15%</p> <p>N:148 D:331 R:44.71%</p>	<p>N:151 D:14,506 R:1.04%</p> <p>N:330 D:548 R:60.22%</p> <p>N:151 D:330 R:45.76%</p>	<p>N:98 D:14,464 R:0.67%</p> <p>N:249 D:354 R:70.34%</p> <p>N:98 D:249 R:39.36%</p>	<p>N:157 D:14,513 R:1.08%</p> <p>N:362 D:562 R:64.41%</p> <p>N:157 D:362 R:43.37%</p>	<p>N:130 D:14,526 R:0.89%</p> <p>N:367 D:574 R:63.94%</p> <p>N:130 D:367 R:35.42%</p>	<p>N:110 D:14,141 R:0.77%</p> <p>N:302 D:441 R:68.48%</p> <p>N:110 D:302 R:36.42%</p>	<p>N:132 D:14,117 R:0.93%</p> <p>N:451 D:579 R:77.89%</p> <p>N:132 D:451 R:29.27%</p>	<p>N:103 D:14,135 R:0.72%</p> <p>N:279 D:344 R:81.11%</p> <p>N:103 D:279 R:36.92%</p>	<p>N:78 D:14,229 R:0.54%</p> <p>N:202 D:227 R:88.99%</p> <p>N:78 D:202 R:38.61%</p>	<p>N:67 D:14,305 R:0.46%</p> <p>N:1,348 D:2,289 R:58.89%</p> <p>N:67 D:1,348 R:4.97%</p>	<p>N:44 D:14,423 R:0.31%</p> <p>N:120 D:182 R:65.93%</p> <p>N:44 D:120 R:36.67%</p>
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<p>with appointments made at any vaccine provider D: # of vaccine eligible enrollees 12-15 NOT in CM successfully outreached.</p> <p>Planned Start Date: 1/6/2022 Actual Start Date: 1/6/2022 Revised Intervention to address MCO-identified barrier: Revision Date:</p>	<p>Intervention tracking measure 2c: <i>Percentage of enrollees age 5-11 who are NOT engaged in CM and had an appointment made for COVID-19 vaccination</i></p> <p>N: # vaccine eligible enrollees 5-11 NOT in CM with appointments made at any vaccine provider D: # vaccine eligible enrollees 5-11 NOT engaged in case management</p> <p>2(cc) N: # of vaccine eligible enrollees 5-11 NOT engaged in CM with successful contact D: # of vaccine eligible enrollees 5-11 NOT engaged in CM outreached (successful and unsuccessful)</p> <p>2(ccc) N: # of vaccine eligible enrollees 5-11 NOT</p>	<p>N:418 D:31,160 R: 1.34%</p> <p>N:797 D:1,250 R:63.76%</p> <p>N:418 D:797 R:52.45%</p>	<p>N:390 D:30,004 R:1.30%</p> <p>N:773 D:1,180 R:65.51%</p> <p>N:390 D:773 R:50.45%</p>	<p>N:413 D:29,498 R:1.40%</p> <p>N:709 D:1,158 R:61.23%</p> <p>N:413 D:709 R:58.25%</p>	<p>N:304 D:29,160 R:1.04%</p> <p>N:593 D:791 R:74.97%</p> <p>N:304 D:593 R:51.27%</p>	<p>N:376 D:29,078 R:1.29%</p> <p>N:915 D:1,552 R:58.96%</p> <p>N:376 D:915 R:41.09%</p>	<p>N:317 D:28,981 R:1.09%</p> <p>N:841 D:1,395 R:60.29%</p> <p>N:317 D:841 R:37.69%</p>	<p>N:303 D:29,102 R:1.04%</p> <p>N:763 D:1,150 R:66.35%</p> <p>N:303 D:763 R:39.71%</p>	<p>N:334 D:29,096 R:1.15%</p> <p>N:1,087 D:1,572 R:69.15%</p> <p>N:334 D:1,087 R:30.73%</p>	<p>N:284 D:29,094 R:0.98%</p> <p>N:678 D:923 R:73.46%</p> <p>N:284 D:678 R:41.89%</p>	<p>N:194 D:29,223 R:0.66%</p> <p>N:500 R:565 R:88.50%</p> <p>N:194 D:500 R:38.80%</p>	<p>N:188 D:29,367 R:0.64%</p> <p>N:1,440 D:2,398 D:60.05%</p> <p>N:188 D:1,440 R:13.06%</p>	<p>N:101 D:29,609 R:0.34%</p> <p>N:346 D:574 R:60.28%</p> <p>N:101 D:346 R:29.19%</p>
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Planned Start Date: 7/1/2022 Actual Start Date: 7/21/2022 Revised Intervention to address MCO-identified barrier: Revision Date:	engaged in CM successfully outreached with appointments made at any vaccine provider D: # of vaccine eligible enrollees 5-11 NOT in CM successfully outreached.													
	Intervention tracking measure 2d: <i>Percentage of enrollees age 6months-4 years who are NOT engaged in CM and had an appointment made for COVID-19 vaccination</i>	N/A	N/A	N/A	N/A	N/A	N/A	N:251 D:19,605 R:1.28%	N:305 D:19,489 R:1.57%	N:280 D:19,401 R:1.44%	N:201 D:19,552 R:1.03%	N:173 D:19,647 R:0.88%	N:91 D:19,846 R:0.46%	
	N: # vaccine eligible enrollees 6months-4 years NOT in CM with appointments made at any vaccine provider D: # vaccine eligible enrollees 6months-4 years NOT engaged in case management	N/A	N/A	N/A	N/A	N/A	N/A	N:624 D:935 R:66.74%	N:1,105 D:1,892 R:58.40%	N:592 D:1,054 R:56.17%	N:493 D:578 R:85.29%	N:1,107 D:2,033 R:54.45%	N:395 D:815 R:48.47%	
	2(dd) N: # of vaccine eligible enrollees 6m-4 years NOT engaged in CM with successful contact D: # of vaccine eligible enrollees 6m-4 years NOT engaged in CM outreached (successful and unsuccessful)	N/A	N/A	N/A	N/A	N/A	N/A	N:251 D:624 R:40.22%	N:305 D:1,105 R:27.60%	N:280 D:592 R:47.30%	N:201 D:493 R:40.77%	N:173 D:1,107 R:15.63%	N:91 D:395 R:23.04%	

	successfully outreached with appointments made at any vaccine provider D: # of vaccine eligible enrollees 6m-4 years NOT in CM successfully outreached												
Barrier 3: The large volume of eligible enrollees poses a challenge to enrollee reach via CM outreach alone. MCO-identified Barriers (indicate month, and elaborate in footnote as needed beneath table)													
		Jan 2022	Feb 2022	Mar 2022	April 2022	May 2022	June 2022	July 2022	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022
Intervention to address barrier 3: 3. Distribute eligible enrollee lists and vaccination site lists to PCPs and facilitate referrals as needed. Create reports that feed into ACLA Provider Portal with list of enrollees assigned to provider with vaccine eligible and overdue status.	Intervention tracking measure 3a: <i>Percentage of enrollees age 16+ where PCPs were provided with their eligible patient list and list of vaccine providers</i> N: # of providers registered to provider portal with vaccine eligible enrollees 16+ D: # of providers with vaccine eligible enrollees ages 16+ Intervention tracking measure 3(aa): <i>Percentage of enrollees age 12-15 where PCPs were provided with their eligible patient list and list of vaccine providers</i> N: # of providers registered to provider portal with vaccine eligible enrollees 12-15 D: # of providers with vaccine eligible enrollees ages 12-15	N: 4010 D:4106 R:97.66%	N:3951 D:4038 R:97.85%	N:3964 D:4049 R:97.90%	N:4037 D:4133 R:97.68%	N:4006 D:4092 R:97.90%	N:3997 D:4086 R:97.82%	N:4076 D:4176 R:97.61%	N:4059 D:4157 R:97.64%	N:4172 D:4271 R:97.68%	N:4216 D:4328 R:97.41%	N:4310 D:4427 R: 97.36%	N:4106 D:4221 R:97.28%
		N: 1637 D:1654 R:98.97%	N: 1665 D: 1683 R:98.93%	N:1648 D:1665 R:98.98%	N:1655 D:1672 R:98.98%	N:1742 D:1760 R:98.98%	N:1729 D:1749 R:98.86%	N:1724 D:1744 R:98.85%	N:1718 D:1742 R:98.62%	N:1752 D:1775 R:98.70%	N:1742 D:1765 R:98.70%	N:1747 D:1776 R:98.37%	N:1318 D:1340 R:98.36%

<p>5-11 y/o Planned Start Date: 2/7/2022</p> <p>Actual Start Date:2/7/2022</p> <p>Revised Intervention to address MCO- identified barrier: Revision Date:</p>	<p>Intervention tracking measure 3(aaa): <i>Percentage of enrollees age 5-11 where PCPs were provided with their eligible patient list and list of vaccine providers</i></p> <p>N: # of providers registered to provider portal with vaccine eligible enrollees 5-11 D: # of providers with vaccine eligible enrollees ages 5-11</p> <p>Intervention tracking measure 3(aaaa): <i>Percentage of enrollees age 6 months- 4 years where PCPs were provided with their eligible patient list and list of vaccine providers</i></p> <p>N: # of providers registered to provider portal with vaccine eligible enrollees 6m-4 years D: # of providers with vaccine eligible enrollees ages 6m-4 years</p>	<p>N:n/a D:n/a R:n/a</p> <p>N/A</p>	<p>N:1806 D:1824 R:99.01%</p> <p>N/A</p>	<p>N:1811 D:1828 R:99.07%</p> <p>N/A</p>	<p>N:1813 D:1830 R:99.07%</p> <p>N/A</p>	<p>N:1958 D:1977 R:99.04%</p> <p>N/A</p>	<p>N:1935 D:1957 R:98.88%</p> <p>N/A</p>	<p>N:1948 D:1970 R:98.88%</p> <p>N:1718 D:1737 R:98.91%</p>	<p>N:1948 D:1970 R:98.88%</p> <p>N:1734 D:1755 R:98.80%</p>	<p>N:2026 D:2051 R:98.78%</p> <p>N:1825 D:1847 R:98.81%</p>	<p>N:2010 D:2035 R:98.77%</p> <p>N:1844 D:1867 R:98.77%</p>	<p>N:2028 D:2061 R:98.40%</p> <p>N:1860 D:1892 R:98.31%</p>	<p>N:1612 D:1634 R:98.65%</p> <p>N:1515 D:1541 R:98.31%</p>
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<p>3b. Text message sent to vaccine eligible enrollees to assist enrollee in making an appointment at any vaccine provider.</p>	<p>Intervention tracking measure 3(b): % of enrollees 16+ who received a text message to assist enrollee in making an appointment at any vaccine provider</p> <p>N: # of vaccine eligible enrollees 16+ who received a text message regarding the COVID-19 vaccine D: # of vaccine eligible enrollees 16+</p>	<p>N:52,309 D:84,521 R:61.89%</p>	<p>N:51,206 D:83,499 R:61.33%</p>	<p>N:50,329 D:82,606 R:60.93%</p>	<p>N:49,434 D:82,272 R:60.09%</p>	<p>N:50,072 D:82,629 R:60.60%</p>	<p>N:14,248 D:82,446 R:17.28%</p>	<p>N:6,161 D:88,775 R:6.94%</p>	<p>N:6,116 D:88,008 R:6.95%</p>	<p>N:6,188 D:88,885 R: 6.96%</p>	<p>N:3,880 D:88,764 R:4.37%</p>	<p>N:3,956 D:89,570 R:4.42%</p>	<p>N:4,011 D:91,189 R:4.40%</p>
	<p>Intervention tracking measure 3(bb): % of enrollees 12-15 whose parent and/or guardian received a text message to assist enrollee in making an appointment at any vaccine provider</p> <p>N: # of vaccine eligible enrollees 12-15 whose parent and/or guardian received a text message regarding the COVID-19 vaccine D: # of vaccine eligible enrollees 12-15</p>	<p>N:4,874 D:15,125 R:32.23%</p>	<p>N:4,710 D:14,769 R:31.89%</p>	<p>N:4,554 D:14,553 R:31.29%</p>	<p>N:4,531 D:14,518 R:31.21%</p>	<p>N:4,458 D:14,566 R:30.61%</p>	<p>N:2,750 D:14,577 R:18.87%</p>	<p>N:632 D:15,666 R:4.03%</p>	<p>N:632 D:15,353 R:4.12%</p>	<p>N:636 D:15,366 R:4.14%</p>	<p>N:366 D:15,463 R:2.37%</p>	<p>N:367 D:15,544 R:2.36%</p>	<p>N:346 D:15,655 R:2.21%</p>

	<p>Intervention tracking measure 3(bbb): % of enrollees 5-11 whose parent and/or guardian received a text message to assist enrollee in making an appointment at any vaccine provider</p> <p>N: # of vaccine eligible enrollees 5-11 whose parent and/or guardian received a text message regarding the COVID-19 vaccine D: # of vaccine eligible enrollees 5-11</p> <p>Intervention tracking measure 3(bbbb): % of enrollees 6 months-4 years whose parent and/or guardian received a text message to assist enrollee in making an appointment at any vaccine provider</p> <p>N: # of vaccine eligible enrollees 6m- 4 years whose parent and/or guardian received a text message regarding the COVID-19 vaccine D: # of vaccine eligible enrollees 6m- 4 years</p>	<p>N:10,881 D:31,272 R:34.80%</p> <p>N/A</p>	<p>N:9,813 D:30,123 R:32.58%</p> <p>N/A</p>	<p>N:9,272 D:29,620 R:31.30%</p> <p>N/A</p>	<p>N:9,022 D:29,274 R:30.82%</p> <p>N/A</p>	<p>N:8,801 D:29,185 R:30.16%</p> <p>N/A</p>	<p>N:5,200 D:29,085 R:17.88%</p> <p>N/A</p>	<p>N:636 D:31,102 R:2.05%</p> <p>N:0 D:19,989 R:0.00%</p>	<p>N:627 D:30,399 R:2.06%</p> <p>N:0 D:19,561 R:0.00%</p>	<p>N:690 D:30,435 R:2.27%</p> <p>N:27 D:19,504 R:0.14%</p>	<p>N:436 D:30,580 R:1.43%</p> <p>N:36 D:19,700 R:0.18%</p>	<p>N:435 D:30,712 R:1.42%</p> <p>N:39 D:19,797 R:0.20%</p>	<p>N:406 D:30,919 R:1.31%</p> <p>N:34 D:19,978 R:0.17%</p>
<p>3c. Incorporate education regarding COVID 19 Eligibility and Overdue reports, along with</p>	<p>Intervention tracking measure 3c: % of vaccine eligible 16+ year old enrollees linked to providers whom were outreached and</p>												

education on provider and enrollee incentives into all provider facing interactions, such as Quality Provider meetings, Account executive meetings, Provider Advisory Council Meetings Planned:01/01/2022 Actual Start Date: 01/01/2022 & 02/01/2022(5-11 year olds added)	educated regarding COVID 19 Eligibility and Overdue reports, provider and enrollee incentive N: # of vaccine eligible enrollees 16+ linked to providers outreached D: # of vaccine eligible enrollees 16+	N:29,811 D:84,521 R:35.27%	N:5,889 D:83,499 R:7.05%	N:12,654 D:82,606 R:15.32%	N:6,416 D:81,142 R: 7.91%	N:2,439 D:81,611 R:2.99%	N:15,078 D:78,334 R:19.25%	N:13,755 D:79,019 R:17.41%	N:7,835 D:70,332 R:11.14%	N:11,974 D:78,117 R:15.33%	N:11,001 D:79,532 R:13.83%	N:842 D:80,437 R:1.05%	N:1,538 D:81,248 R:1.89%
	3cc: % of vaccine eligible 12-15 year old enrollees linked to providers whom were outreached and educated regarding COVID 19 Eligibility and Overdue reports, provider and enrollee incentive	N:5,088 D:15,126 R:33.64%	N:580 D:14,769 R:3.93%	N:1,978 D:14,553 R:13.59%	N:1,028 D:15,076 R:6.812%	N:198 D:15,156 R:1.31%	N:2,564 D:14,837 R:17.28%	N:2,828 D:14,861 R:19.03%	N:1,682 D:13,653 R:12.32%	N:1,512 D:14,826 D:10.20%	N:1,449 D:14,824 R:9.78%	N:52 D:14,913 R:0.35%	N:106 D:14,989 R:0.71%
	N: # of vaccine eligible enrollees 12-15 linked to providers outreached D: # of vaccine eligible enrollees 12-15	N:N/A D:N/A R: N/A	N:1,186 D:30,123 R: 3.94%	N:3,944 D:29,620 R:13.32%	N:2,168 D:29,690 R:7.30%	N:300 D:29,803 R:1.01%	N:4,669 D:29,161 R:16.01%	N:5,371 D:29,283 R:18.34%	N:3,663 D:28,103 R:13.03%	N:3,192 D:29,306 R:10.89%	N:2,861 D:29,345 R:9.74%	N:118 D:29,593 R:0.40%	N:156 D:29,672 R:0.53%
	3ccc: % of vaccine eligible 5-11 year old enrollees linked to providers whom were outreached and educated regarding COVID 19 Eligibility and Overdue reports, provider and enrollee incentive	N:N/A D:N/A R: N/A	N:1,186 D:30,123 R: 3.94%	N:3,944 D:29,620 R:13.32%	N:2,168 D:29,690 R:7.30%	N:300 D:29,803 R:1.01%	N:4,669 D:29,161 R:16.01%	N:5,371 D:29,283 R:18.34%	N:3,663 D:28,103 R:13.03%	N:3,192 D:29,306 R:10.89%	N:2,861 D:29,345 R:9.74%	N:118 D:29,593 R:0.40%	N:156 D:29,672 R:0.53%
N: # of vaccine eligible enrollees 5-11 year olds linked to providers outreached D: # of vaccine eligible enrollees 5-11 year olds													

	<p>3cccc: % of vaccine eligible 6 months- 4 year old enrollees linked to providers whom were outreached and educated regarding COVID 19 Eligibility and Overdue reports, provider and enrollee incentive</p> <p>N: # of vaccine eligible enrollees 6m- 4 year olds linked to providers outreached</p> <p>D: # of vaccine eligible enrollees 6m- 4 year olds</p>	N/A	N/A	N/A	N/A	N/A	N/A	N:3,515 D:21,454 R:16.38%	N:3,054 D:21,217 R:14.39%	N:2,314 D:21,123 R:10.96%	N:1,875 D:21,260 R:8.82%	N:69 D:21,360 R:0.32%	N:82 D:21,372 R: 0.38%
Barrier 4: Enrollees may need reminders for the second dose in a 2-dose series													
MCO-identified Barriers (indicate month, and elaborate in footnote as needed beneath table)													
		Jan 2022	Feb 2022	Mar 2022	April 2022	May 2022	June 2022	July 2022	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022
Intervention to address barrier 4: 4. Telephonic outreach will be utilized to remind and assist enrollees with obtaining 2 nd dose. This outreach will be performed by	<p>Intervention tracking measure 4a: <i>Percentage of 2nd vaccine eligible enrollees 16+ who had an appointment made for 2nd dose COVID-19 vaccination</i></p> <p>N: # of vaccine eligible enrollees ages 16+ successfully outreached</p>	N:277 D:7,425 R:3.73%	N:325 D:7,828 R:4.15%	N:196 D:8,319 R:2.36%	N:158 D:8,425 R:1.88%	N:191 D:8,594 R:2.22%	N:217 D:8,595 R:2.53%	N:241 D:9,246 R:2.61%	N:223 D:9,247 R:2.41%	N:217 D:9,294 R:2.34%	N:172 D:9,400 R:1.83%	N:172 D:9,524 R:1.81%	N:98 D:9,714 R:1.01%

Case Managers, Care Coordinators, and Community Navigators.	<p><i>and assisted with second dose appointment at any provider</i></p> <p>D: # of vaccine eligible enrollees ages 16+ requiring a second vaccine and/or overdue for second vaccine (excluding J&J)</p>												
Planned Start Date: 4/9/2021		N:424 D:1,063 R:39.88%	N:519 D:1,166 R:44.51%	N:319 D:829 R:38.48%	N:317 D:584 R:54.28%	N:427 D:844 R:50.59%	N:453 D:703 R:64.43%	N:317 D:636 R:58.33%	N:347 D:523 R:66.34%	N:254 D:420 R:60.47%	N:215 D:264 R:81.43%	N:172 D:1,176 R:14.62%	N:187 D:293 R:63.82%
Actual Start Date: 4/9/2021	<p>4(aa)</p> <p>N: # of 2nd vaccine eligible enrollees 16+ with successful contact</p> <p>D: # of 2nd vaccine eligible enrollees 16+ outreached (successful and unsuccessful)</p>	N:277 D:424 R:65.33%	N:325 D:519 R:62.62%	N:196 D:319 R:61.44%	N:158 D:317 R:49.84%	N:191 D:427 R:44.73%	N:217 D:453 R:47.90%	N:241 D:371 R:64.96%	N:223 D:347 R:64.26%	N:217 D:254 R:85.43%	N:172 D:215 R:80.00%	N:172 D:657 R:25.79%	N:98 D:187 R:52.41%
Revised Intervention to address MCO-identified barrier:	<p>4(aaa)</p> <p>N: # of 2nd vaccine eligible enrollees 16+ outreached with appointments made at any vaccine provider</p> <p>D: # of 2nd vaccine eligible enrollees 16+ successfully outreached</p>	N:59 D:898 R:6.57%	N:60 D:1,025 R:5.85%	N:35 D:1,128 R:3.10%	N:22 D:1,144 R:1.92%	N:45 D:1,145 R:3.93%	N:31 D:1,130 R:2.74%	N:34 D:1,216 R:2.80%	N:45 D:1,190 R:3.78%	N:31 D:1,188 R:2.61%	N:24 D:1,190 R:2.02%	N:13 D:1,198 R:1.09%	N:10 D:1,187 R:0.84%
Revision Date:	<p>Intervention tracking measure 4b:</p> <p><i>Percentage of 2nd vaccine eligible enrollees 12-15 who had an appointment made for 2nd dose COVID-19 vaccination</i></p>	N: # of vaccine eligible enrollees ages 12-15											

<p>successfully outreached and assisted with second dose appointment at any provider</p> <p>D: # of vaccine eligible enrollees ages 12-15 requiring a second vaccine and/or overdue for second vaccine (excluding J&J)</p> <p>4(bb) N: # of 2nd vaccine eligible enrollees 12-15 with successful contact D: # of 2nd vaccine eligible enrollees 12-15 outreached (successful and unsuccessful)</p> <p>4(bbb) N: # of 2nd vaccine eligible enrollees 12-15 outreached with appointments made at any vaccine provider D: # of 2nd vaccine eligible enrollees 12-15 successfully outreached</p> <p>Planned Start Date: 1/2022 Actual Start Date: 1/3/2022 Revised Intervention to address MCO-</p>	<p>Intervention tracking measure 4c:</p>	<p>N:88 D:220 R:40.00%</p>	<p>N:100 D:237 R:42.19%</p>	<p>N:105 D:237 R:44.30%</p>	<p>N:43 D:74 R:58.11%</p>	<p>N:85 D:158 R:53.80%</p>	<p>N:107 D:158 R:67.72%</p>	<p>N:72 D:115 R:62.61%</p>	<p>N:62 D:86 R:72.09%</p>	<p>N:40 D:59 R:67.80%</p>	<p>N:27 D:36 R:75.00%</p>	<p>N:126 D:232 R:54.31%</p>	<p>N:23 D:40 R:57.50%</p>
		<p>N:59 D:88 R:67.05%</p>	<p>N:60 D:100 R:60.00%</p>	<p>N:35 D:105 R:33.33%</p>	<p>N:22 D:43 R:51.16%</p>	<p>N:45 D:85 R:52.94%</p>	<p>N:31 D:107 R:28.97%</p>	<p>N:34 D:72 R:47.22%</p>	<p>N:45 D:62 R:72.58%</p>	<p>N:31 D:40 R:77.50%</p>	<p>N:24 D:27 R:88.89%</p>	<p>N:13 D:126 R:10.32%</p>	<p>N:10 D:23 R:43.48%</p>

identified barrier: Revision Date:	<i>Percentage of 2nd vaccine eligible enrollees 5-11 who had an appointment made for 2nd dose COVID-19 vaccination</i> N: # of vaccine eligible enrollees ages 5-11 successfully outreached and assisted with second dose appointment at any provider D: # of vaccine eligible enrollees ages 5-11 requiring a second vaccine and/or overdue for second vaccine (excluding J&J) 4(cc) N: # of 2nd vaccine eligible enrollees 5-11 with successful contact D: # of 2nd vaccine eligible enrollees 5-11 outreached (successful and unsuccessful) 4(ccc) N: # of 2nd vaccine eligible enrollees 5-11 outreached with appointments made at any vaccine provider D: # of 2nd vaccine eligible enrollees 5-11 successfully outreached	N:34 D:418 R:8.13% N:50 D:112 R:44.64% N:34 D:50 R:68.00%	N:49 D:808 R:6.06% N:83 D:177 R:46.89% N:49 D:83 R:59.04%	N:39 D:1,072 R: 3.64% N:79 R:197 R:40.10% N:39 D:79 R:49.37%	N:32 D:1,117 R:2.87% N:48 D:77 R:62.34% N:32 D:48 R:66.67%	N:65 D:1,180 R:5.51% N:102 D:224 D:45.54% N:65 D:102 R:63.73%	N:29 D:1,163 R:2.49% N:225 D:371 R:60.65% N:29 D:225 R:12.89%	N:27 D:1,219 R:2.22% N:87 D:196 R:44.39% N:27 D:87 R:31.03%	N:45 D:1,217 R:3.70% N:73 D:110 R:66.36% N:45 D:73 R:61.64%	N:38 D:1,262 R:3.01% N:40 D:61 R:65.57% N:38 D:40 R:95.00%	N:16 D:1,271 R:1.26% N:17 D:23 R:73.91% N:16 D:17 R:94.12%	N:17 D:1,261 R:1.35% N:69 D:132 R:52.27% N:17 D:69 R:24.64%	N:7 D:1,241 R:0.56% N:24 D:42 R:57.14% N:7 D:24 R:29.17%
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	appointments made at any vaccine provider D: # of 2 nd vaccine eligible enrollees 6m- 4 years successfully outreached												
Barrier 5: There may be disparities in receipt of COVID-19 vaccines													
MCO-identified Barriers (indicate month, and elaborate in footnote as needed beneath table)													
		Jan 2022	Feb 2022	Mar 2022	April 2022	May 2022	June 2022	July 2022	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022
Intervention to address barrier: 5. MCO to develop interventions tailored and targeted to susceptible subpopulations in order to address each observed disparity. Telephonic outreach will be utilized to assist enrollees with BH/SUD in last 12 months to schedule appointment with any provider. Planned Start Date: 4/9/2021 Actual Start Date: 4/9/2021 Revised Intervention to address MCO-	Intervention tracking measure 5a: Percentage of vaccine eligible enrollees 16+ with BH/SUD in last 12 months that BH Case Managers assisted with vaccine appointment at any provider. N:# of vaccine eligible enrollees 16+ with BH/SUD in last 12 months with appointment made at any provider D: # of vaccine eligible enrollees 16+ with BH/SUD in last 12 months who have not received a vaccine 5(aa) N: # of vaccine eligible enrollees 16+ with BH/SUD in past 12 months successfully outreached for vaccine D: # of vaccine eligible enrollees 16+ with BH/SUD in past 12 months outreached	N: 249 D:17,575 R:1.42%	N:208 D:17,387 R:1.20%	N:192 D:17,066 R:1.13%	N:152 D:17,196 R:0.88%	N:161 D:17,030 R:0.95%	N:174 D:16,783 R:1.04%	N:148 D:16,043 R:0.92%	N:186 D:16,087 R:1.16%	N:150 D:16,035 R:0.94%	N:151 D:16,001 R:0.94%	N:131 D:15,975 R:0.82%	N:90 D:15,953 R:0.56%
		N:521 D:759 R:68.64%	N:484 D:746 R:64.88%	N:453 D:859 R:52.74%	N:397 D:685 R:57.96%	N:497 D:667 R:74.51%	N:544 D:736 R:73.91%	N:495 D:630 R:78.57%	N:636 D:738 R:86.18%	N:467 D:544 R:85.85%	N:407 D:450 R:90.44%	N:1,901 D:3,139 R:60.56%	N:239 D:267 R:89.51%

identified barrier: Revision Date:	(successfully or unsuccessfully) for vaccine 5(aaa) N: # of vaccine eligible enrollees 16+ with BH/SUD in past 12 months with appointment made at any vaccine provider D: # of vaccine eligible enrollees 16+ with BH/SUD in past 12 months successfully outreached for vaccine	N:249 D:521 R:47.79%	N:208 D:484 R:42.98%	N:192 D:453 R:42.38%	N:152 D:397 R:38.29%	N:161 D:497 R:32.39%	N:174 D:544 R:31.99%	N:148 D:495 R:29.89%	N:186 D:636 R:29.25%	N:150 D:467 R:32.12%	N:151 D:407 D:37.10%	N:131 D:1,901 D:6.89%	N:90 D:239 R:37.66%
Planned Start Date: 7/1/2021 Actual Start Date: 7/1/2021 Revised Intervention to address MCO-identified barrier: Revision Date:	Intervention tracking measure 5b: Percentage of vaccine eligible enrollees 12-15 with BH/SUD in last 12 months that BH Case Managers assisted with vaccine appointment at any provider. N: # of vaccine eligible enrollees 12-15 year old with BH/SUD in last 12 months with appointment made at any provider D: # of vaccine eligible enrollees 12-15 year old with BH/SUD in last 12 months who have not received a vaccine 5(bb) N: # of vaccine eligible enrollees 12-15 year old	N: 61 D:3,251 R:1.88%	N:46 D:3,117 R:1.48%	N:23 D:3,067 R:0.75%	N:14 D:3,113 R:0.45%	N:33 D:3,111 R:1.06%	N:30 D:3,104 R:0.97%	N:21 D:3,041 R:0.69%	N:29 D:3,065 R:0.95%	N:24 D:3,065 R:0.78%	N:22 D:3,048 R:0.72%	N:13 D:3,050 R:0.43%	N:11 D:3,061 R:0.36%

	<p>with BH/SUD in past 12 months successfully outreached for vaccine D: # of vaccine eligible enrollees 12-15 year old with BH/SUD in past 12 months outreached (successfully or unsuccessfully) for vaccine</p> <p>5(bbb) N: # of vaccine eligible enrollees 12-15 year old with BH/SUD in past 12 months with appointment made at any vaccine provider D: # of vaccine eligible enrollees 12-15 year old with BH/SUD in past 12 months successfully outreached for vaccine</p>	<p>N: 90 D:148 R:60.81%</p> <p>N:61 D:90 R:67.78%</p>	<p>N:90 D:145 R:62.07%</p> <p>N:46 D:90 R:51.11%</p>	<p>N:61 D:105 R:58.10%</p> <p>N:23 D:61 R:37.71%</p>	<p>N:60 D:86 R:69.77%</p> <p>N:14 D:60 R:23.33%</p>	<p>N:91 D:138 R:65.94%</p> <p>N:33 D:91 R:36.26%</p>	<p>N:88 D:122 R:72.13%</p> <p>N:30 D:88 R:34.09%</p>	<p>N:74 D:87 R:85.06%</p> <p>N:21 D:74 R:28.38%</p>	<p>N:118 D:143 R:82.52%</p> <p>N:29 D:118 R:24.58%</p>	<p>N:81 D:94 R:86.17%</p> <p>N:24 D:81 R:29.63%</p>	<p>N:54 D:61 R:88.53%</p> <p>N:22 D:54 R:40.74%</p>	<p>N:644 D:1,081 R:59.57%</p> <p>N:13 D:644 R:2.20%</p>	<p>N:31 D:45 R:68.89%</p> <p>N:11 D:31 R:35.48%</p>
<p>Planned Start Date: 1/6/2022 Actual Start Date:1/6/2022</p> <p>Revised Intervention to address MCO-identified barrier: Revision Date:</p>	<p>Intervention tracking measure 5c: Percentage of vaccine eligible enrollees 5-11 with BH/SUD in last 12 months that BH Case Managers assisted with vaccine appointment at any provider</p> <p>N:# of vaccine eligible enrollees 5-11 year old with BH/SUD in last 12 months with appointment made at any provider D: # of vaccine eligible enrollees 5-11 year old</p>	<p>N:107 D:4,697 R:2.28%</p>	<p>N:89 D:4,409 R:2.02%</p>	<p>N:64 D:4,275 R:1.50%</p>	<p>N:34 D:4,399 R:0.77%</p>	<p>N:65 D:4,445 R:1.46%</p>	<p>N:55 D:4,448 R:1.24%</p>	<p>N:62 D:4,484 R:1.38%</p>	<p>N:66 D:4,463 R:1.48%</p>	<p>N:51 D:4,388 R:1.16%</p>	<p>N:40 D:4,360 R:0.92%</p>	<p>N:31 D:4,326 R:0.72%</p>	<p>N:15 D:4,302 R:0.35%</p>

<p>with BH/SUD in last 12 months who have not received a vaccine</p> <p>5(cc) N: # of vaccine eligible enrollees 5-11 year old with BH/SUD in past 12 months successfully outreached for vaccine D: # of vaccine eligible enrollees 12-15 year old with BH/SUD in past 12 months outreached (successfully or unsuccessfully) for vaccine</p> <p>5(ccc) N: # of vaccine eligible enrollees 5-11 year old with BH/SUD in past 12 months with appointment made at any vaccine provider D: # of vaccine eligible enrollees 5-11 year old with BH/SUD in past 12 months successfully outreached for vaccine</p>	<p>N:166 D:280 R:59.29%</p> <p>N:107 D:166 R:64.46%</p>	<p>N:167 D:244 R:68.44%</p> <p>N:89 D:167 R:53.29%</p>	<p>N:113 D:181 R:62.43%</p> <p>N:64 D:113 R:56.64%</p>	<p>N:91 D:125 R:72.80%</p> <p>N:34 D:91 R:37.36%</p>	<p>N:204 D:390 R:52.31%</p> <p>N:65 D:204 R:31.86%</p>	<p>N:174 D:333 R:52.25%</p> <p>N:55 D:174 R:31.61%</p>	<p>N:168 D:270 R:62.22%</p> <p>N:62 D:168 R:36.91%</p>	<p>N:178 D:260 R:68.46%</p> <p>N:66 D:178 R:37.08%</p>	<p>N:125 D:157 R:79.62%</p> <p>N:51 D:125 R:40.80%</p>	<p>N:87 D:96 R:90.63%</p> <p>N:40 D:87 R:45.98%</p>	<p>N:283 D:500 R:56.60%</p> <p>N:31 D:283 R:10.95%</p>	<p>N:64 D:98 R:65.31%</p> <p>N:15 D:64 R:23.44%</p>
<p>Intervention tracking measure 5d: Percentage of vaccine eligible enrollees 6 months – 4 years with</p>												

<p>BH/SUD in last 12 months that BH Case Managers assisted with vaccine appointment at any provider</p> <p>N:# of vaccine eligible enrollees 6m- 4 year old with BH/SUD in last 12 months with appointment made at any provider D: # of vaccine eligible enrollees 6m- 4 year old with BH/SUD in last 12 months who have not received a vaccine</p> <p>5(dd) N: # of vaccine eligible enrollees 6m- 4 year old with BH/SUD in past 12 months successfully outreached for vaccine D: # of vaccine eligible enrollees 6m-4 year old with BH/SUD in past 12 months outreached (successfully or unsuccessfully) for vaccine</p> <p>5(ddd) N: # of vaccine eligible enrollees 6m-4 year old</p>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N:25 D:1,512 R:1.65%	N:34 D:1492 R:2.28%	N:18 D:1,399 R:1.29%	N:19 D:1,353 R:1.40%	N:10 D:1,313 R:0.76%
	N/A	N/A	N/A	N/A	N/A	N/A	N:68 D:103 R:66.02%	N:91 D:179 R:50.84%	N:72 D:143 R:50.34%	N:43 D:52 R:82.69%	N:89 D:149 R:59.73%	N:24 D:44 R:54.55%

	with BH/SUD in past 12 months with appointment made at any vaccine provider D: # of vaccine eligible enrollees 6m-4 year old with BH/SUD in past 12 months successfully outreached for vaccine	N/A	N/A	N/A	N/A	N/A	N/A	N:25 D:68 R:38.24%	N:34 D:91 R:37.36%	N:34 D:72 R:47.22%	N:18 D:43 R:41.86%	N:19 D:89 R:21.35%	N:10 D:24 R:41.67%
Barrier 6: Enrollees may have difficulties with transportation or be homebound MCO-identified Barriers (indicate month, and elaborate in footnote as needed beneath table)													
		Jan 2022	Feb 2022	Mar 2022	April 2022	May 2022	June 2022	July 2022	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022
Intervention to address barrier: 6a. Provide transportation for enrollees reporting transportation difficulty. Planned Start Date: 4/1/2021 Actual Start Date: 4/1/2021	Intervention tracking measure 6a: <i>N: # of vaccine eligible enrollees 16+ scheduling transportation to vaccination sites</i> <i>D: # of vaccine eligible enrollees 16+ not vaccinated, reporting transportation difficulty</i>	N:1 D:1 R:100%	N:0 D:0 R:N/A	N:2 D:2 R:100%	N:1 D:1 R:100%	N:1 D:1 R:100%	N:0 D:0 R:N/A	N:0 D:0 R:N/A	N:1 D:1 R:100%	N:0 D:0 R:N/A	N:0 D:0 R:N/A	N:0 D:0 R:N/A	N:0 D:0 R:N/A
	Revised Intervention to address MCO-identified barrier: Revision Date:	Intervention tracking measure 6aa: <i>N: # of vaccine eligible enrollees 12-15 scheduling transportation to vaccination sites</i> <i>D: # of vaccine eligible enrollees 12-15 not</i>	N:0 D:0 R:N/A	N:0 D:0 R:N/A	N:0 D:0 R:N/A	N:0 D:0 R:N/A	N:2 D:2 R:100%	N:0 D:0 R:N/A	N:0 D:0 R:N/A	N:0 D:0 R:N/A	N:0 D:0 R:N/A	N:0 D:0 R:N/A	N:0 D:0 R:N/A

Planned Start Date: 7/1/2021 Actual Start Date: 7/1/2021 Revised Intervention to address MCO-identified barrier: Revision Date: Planned Start Date: 1/2022 Actual Start Date: 1/6/2022 Revised Intervention to address MCO-identified barrier: Revision Date:	<i>vaccinated, reporting transportation difficulty</i> Intervention tracking measure 6aaa: N: # of vaccine eligible enrollees 5-11 scheduling transportation to vaccination sites D: # of vaccine eligible enrollees 5-11 not vaccinated, reporting transportation difficulty	N:0 D:0 R:N/A	N:0 D:0 R:N/A	N:1 D:1 R:100%	N:0 D:0 R:N/A	N:2 D:2 R:100%	N:0 D:0 R:N/A	N:0 D:0 R:N/A	N:0 D:0 R:N/A	N:0 D:0 R:N/A	N:0 D:0 R:N/A	N:0 D:0 R:N/A	N:0 D:0 R:N/A
Planned Start Date: 7/1/2022 Actual Start Date: 7/21/2022	Intervention tracking measure 6aaaa: N: # of vaccine eligible enrollees 6months-4 years scheduling transportation to vaccination sites D: # of vaccine eligible enrollees 6months-4years not vaccinated, reporting transportation difficulty	N/A	N/A	N/A	N/A	N/A	N/A	N:0 D:0 R:N/A	N:0 D:0 R:N/A	N:0 D:0 R:N/A	N:0 D:0 R:N/A	N:0 D:0 R:N/A	N:0 D:0 R:N/A
6b. Work with providers to assist homebound enrollees with receiving the vaccination	Intervention tracking measure 6b: N: # of vaccine eligible enrollees Homebound 16+ receiving at least one dose of the vaccine D: # of vaccine eligible enrollees Homebound 16+ whom have not received the vaccination	N:47 D:1,074 R:4.38%	N:38 D:1,030 R:3.69%	N:20 D:996 R:2.01%	N:9 D:972 R:0.93%	N:13 D:968 R:1.34%	N:12 D:929 R:1.29%	N:11 D:917 R:1.20%	N:12 D:898 R:1.34%	N:2 D:895 R:0.22%	N:6 D:892 R:0.67%	N:4 D:898 R:0.45%	N:1 D:1,069 R:0.09%

<p>Intervention tracking measure 6bb: <i>N: # of vaccine eligible enrollees Homebound 12-15 receiving at least one dose of the vaccine</i> <i>D: # of vaccine eligible enrollees Homebound 12-15 whom have not received the vaccination</i></p>	<p>N:8 D:134 R:5.97%</p>	<p>N:9 D:129 R:6.98%</p>	<p>N:1 D:119 R:0.84%</p>	<p>N:2 D:113 R:1.77%</p>	<p>N:1 D:112 R:0.89%</p>	<p>N:1 D:114 R:0.88%</p>	<p>N:1 D:113 R:0.89%</p>	<p>N:0 D:113 R:0.00%</p>	<p>N:1 D:110 R:0.91%</p>	<p>N:0 D:106 R:0.00%</p>	<p>N:0 D:101 R:0.00%</p>	<p>N:0 D:136 R:0.00%</p>
<p>Intervention tracking measure 6bbb: <i>N: # of vaccine eligible enrollees Homebound 5-11 receiving at least one dose of the vaccine</i> <i>D: # of vaccine eligible enrollees Homebound 5-11 whom have not received the vaccination</i></p>	<p>N:31 D:316 R:9.81%</p>	<p>N:27 D:296 R:9.12%</p>	<p>N:8 D:267 R:3.00%</p>	<p>N:4 D:246 R:1.63%</p>	<p>N:1 D:250 R:0.40%</p>	<p>N:3 D:253 R:1.19%</p>	<p>N:1 D:258 R:0.39%</p>	<p>N:6 D:261 R:2.30%</p>	<p>N:2 D:266 R:0.75%</p>	<p>N:1 D:264 R:0.38%</p>	<p>N:0 D:266 R:0.00%</p>	<p>N:0 D:325 R:0.00%</p>
<p>Intervention tracking measure 6bbbb: <i>N: # of vaccine eligible enrollees Homebound 6 months-4 years receiving at least one dose of the vaccine</i> <i>D: # of vaccine eligible enrollees Homebound 6 months- 4 years whom have not received the vaccination</i></p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>N:0 D:285 R:0.00%</p>	<p>N:2 D:284 R:0.70%</p>	<p>N:3 D:273 R:1.10%</p>	<p>N:0 D:272 R:0.00%</p>	<p>N:0 D:266 R:0.00%</p>	<p>N:1 D:259 R:0.38%</p>

2021

Table 4: Alignment of Barriers, Interventions and Tracking Measures

Barrier 1: Enrollees need help with accessing COVID-19 vaccine. MCO-identified Barriers (indicate month, and elaborate in footnote as needed beneath table)		Month 1 4/9-4/30	Month 2 5/1-5/31	Month 3 6/1-6/30	Month 4 7/1-7/31	Month 5 8/1-8/31	Month 6 9/1-9/30	Month 7 10/1-10/31	Month 8 11/1-11/30	Month 9 12/1-12-31
<p>Intervention to address barrier 1: Case Managers will telephonically outreach to enrollees enrolled in CM to assist with scheduling vaccine appointment.</p> <p>Planned Start Date: 4/9/21 Actual Start Date: 4/9/21 Revised Intervention to address MCO-identified barrier: Revision Date:</p>	<p>Intervention tracking measure 1: <i>Percentage of enrollees age 16+ who are engaged in CM and had an appointment made for COVID-19 vaccination</i></p> <p>1(a) N: # enrollees with appointments made at any vaccine provider D: # enrollees otherwise engaged in case management</p> <p>1(aa) N: # of enrollees 16+ engaged in CM successfully contacted D: # of enrollees 16+ engaged in CM who were outreached (successfully and unsuccessfully)</p> <p>1(aaa) N: # of enrollees 16+ engaged in CM with appointment made at any vaccine provider D: # of enrollees 16+ engaged in CM successfully contacted</p>	<p>N:199 D:1,598 R:12.45%</p> <p>N:334 D:416 R: 80.29%</p> <p>N:199 D:416 R:47.84%</p>	<p>N:157 D:1,521 R:10.32%</p> <p>N:254 D:299 R:84.95%</p> <p>N:157 D:254 R:61.81%</p>	<p>N:214 D:1,443 R:14.83%</p> <p>N:342 D:445 R:76.85%</p> <p>N:214 D:342 R: 62.57%</p>	<p>N:326 D:1,471 R:22.16%</p> <p>N: 471 D:627 R: 75.12%</p> <p>N:326 D:471 R: 69.21%</p>	<p>N:301 D:1,430 R:21.05%</p> <p>N:421 D:594 R: 70.88%</p> <p>N:301 D:421 R: 71.50%</p>	<p>N:142 D:1,227 R:11.57%</p> <p>N:205 D:307 R:66.78%</p> <p>N:142 D:205 R:69.27%</p>	<p>N:138 D:1,114 R:12.39%</p> <p>N:218 D:303 R:71.95%</p> <p>N:138 D:218 R:63.30%</p>	<p>N:131 D:1,036 R:12.64%</p> <p>N:193 D:259 R:74.52%</p> <p>N:131 D:193 R:67.88%</p>	<p>N:152 D:1,016 R:14.96%</p> <p>N:201 D:244 R:82.38%</p> <p>N:152 D:201 R: 75.62%</p>

<p>Intervention to address barrier 1: Care Coordinator and Community Navigator will telephonically outreach enrollees not enrolled in CM to assist with scheduling vaccine appointment. .</p>	<p>Intervention tracking measure: <i>Percentage of enrollees age 16+ who are NOT engaged in CM and had an appointment made for COVID-19 vaccination</i></p> <p>1(b) N: # enrollees with appointments made at any vaccine provider D: # enrollees NOT engaged in case management</p> <p>1(bb) N: # of vaccine eligible enrollees 16+ NOT engaged in CM with successful contact D: # of vaccine eligible enrollees 16+ NOT engaged in CM outreached (successful and unsuccessful)</p> <p>1(bbb) N: # of vaccine eligible enrollees 16+ NOT engaged in CM successfully outreached with appointments made at any vaccine provider D: # of vaccine eligible enrollees 16+ NOT in CM successfully outreached.</p>	<p>N:280 D:113,111 R:0.25%</p>	<p>N:549 D:109,802 R:0.50%</p>	<p>N:513 D:107,006 R:0.48%</p>	<p>N:1,636 D:105,042 R:1.56%</p>	<p>N:2,268 D:99,576 R:2.28%</p>	<p>N:1,021 D:91,717 R:1.11%</p>	<p>N:1,075 D:89,989 R:1.19%</p>	<p>N:794 D:87,617 R:0.91%</p>	<p>N:812 D:84,839 R:0.96%</p>
<p>1c. Text message to eligible enrollees for COVID 19 vaccine.</p>	<p>1(c) N: # of 16+ enrollees not vaccinated who received a</p>	<p>N:50,464 D:114,709 R: 43.99%</p>	<p>N:56,614 D:111,323 R:50.86%</p>	<p>N:15,407 D:108,449 R:14.21%</p>	<p>N: 33,102 D: 106,513 R: 31.08%</p>	<p>N:23,252 D: 101,006 R: 23.02%</p>	<p>N:50,750 D:92,944 R:54.60%</p>	<p>N:52,315 D:91,103 R:57.42%</p>	<p>N: 45,654 D: 88,653 R: 51.50%</p>	<p>N:54,593 D:85,854 R: 63.59%</p>

<p>Planned Start Date: 4/1/21 Actual Start Date:4/7/21 Revised Intervention to address MCO-identified barrier: Revision Date:</p>	<p>text message regarding the COVID 19 vaccine D: # of 16+ enrollees who have not received a vaccine</p>									
<p>Intervention to address barrier 1 for the pediatric population: Develop and implement COVID-19 vaccination outreach to the pediatric population.</p> <p>Planned Start Date:7/1/2021 Actual Start Date: 7/1/2021 Revised Intervention to address MCO-identified barrier: Revision date:</p>	<p>Intervention tracking measure: Percentage of the eligible pediatric population based on authorization who had an appointment made for COVID-19 vaccination</p> <p>1(d) N: # 12-15 year olds (all eligible 12-15 year olds) with appointment made at any vaccine provider D: # eligible 12-15 year olds (all eligible 12-15 year olds)</p> <p>1(dd) N:# 12-15 year old enrollees engaged in Case Management with appointment made at any vaccine provider D: # 12-15 year old enrollees otherwise engaged in Case Management</p> <p>1(ddd) N: # of enrollees 12-15 year olds engaged in CM successfully contacted D: # of enrollees 12-15 year olds engaged in CM who were</p>	<p>N:N/A D: R:</p> <p>N:N/A D: R:</p> <p>N:N/A D: R:</p>	<p>N:N/A D: R:</p> <p>N:N/A D: R:</p> <p>N:N/A D: R:</p>	<p>N:N/A D: R:</p> <p>N:15 D:62 R:24.19%</p> <p>N:N/A D: R:</p> <p>N:17 D:23 R:73.91%</p>	<p>Baseline N:357 D:19,129 R:1.87%</p> <p>N:19 D:58 R:32.76%</p> <p>N:21 D:26 R:80.77%</p>	<p>N:508 D:17,652 R:2.88%</p> <p>N:5 D:46 R:10.87%</p> <p>N:10 D:14 R:71.43%</p>	<p>N:172 D:15,833 R:1.09%</p> <p>N:7 D:44 R:15.91%</p> <p>N:12 D:17 R:70.59%</p>	<p>N:170 D:15,547 R:1.09%</p> <p>N:5 D:46 R:10.87%</p> <p>N:12 D:18 R:66.67%</p>	<p>N:171 D:15,325 R:1.12%</p> <p>N:5 D:46 R:10.87%</p> <p>N:12 D:18 R:66.67%</p>	<p>N:135 D:14,988 R:0.90%</p> <p>N:5 D:41 R:12.20%</p> <p>N:8 D:9 R:88.89%</p>

	<p><i>outreached (successfully and unsuccessfully)</i></p> <p>1(dddd) <i>N: # of enrollees 12-15 year olds engaged in CM with appointment made at any vaccine provider</i> <i>D: # of enrollees 12-15 year olds engaged in CM successfully contacted</i></p> <p>1(e) N: # enrollees 12-15 years of age NOT engaged in Case Management with appointments made at any vaccine provider D: # enrollees 12-15 years of age NOT engaged in case management</p> <p>1(ee) <i>N: # of vaccine eligible enrollees 12-15 years old NOT engaged in CM with successful contact</i> <i>D: # of vaccine eligible enrollees 12-15 years old NOT engaged in CM outreached (successful and unsuccessful)</i></p> <p>1(eee) <i>N: # of vaccine eligible enrollees 12-15 year old NOT engaged in CM successfully outreached with appointments made at any vaccine provider</i> <i>D: # of vaccine eligible enrollees 12-15 year old NOT in CM successfully outreached.</i></p> <p>1(f) N: # of 12-15 enrollees not vaccinated who received a</p>	<p>N:N/A D: R:</p> <p>N:N/A D: R:</p> <p>N:N/A D: R:</p> <p>N:N/A D: R:</p> <p>N:NA</p>	<p>N:N/A D: R:</p> <p>N:N/A D: R:</p> <p>N:N/A D: R:</p> <p>N:N/A D: R:</p> <p>N:N/A</p>	<p>N:N/A D: R:</p> <p>N:N/A D: R:</p> <p>N:N/A D: R:</p> <p>N:N/A D: R:</p> <p>N:N/A</p>	<p>N:15 D:17 R:88.24%</p> <p>N:342 D:19,067 R:1.79%</p> <p>N:603 D:1,458 R:41.36%</p> <p>N:342 D:603 R:56.72%</p> <p>N:4,327</p>	<p>N:19 D:21 R:90.48%</p> <p>N:489 D:17,594 R:2.78%</p> <p>N:1,029 D:2,777 R:37.05%</p> <p>N:489 D:1,029 R:47.52%</p> <p>N:3,808</p>	<p>N:5 D:10 R:50.00%</p> <p>N:167 D:15,787 R:1.06%</p> <p>N:348 D:708 R:49.15%</p> <p>N:167 D:348 R:47.99%</p> <p>N:4,135</p>	<p>N:7 D:12 R:58.33%</p> <p>N:163 D:15,503 R:1.05%</p> <p>N:343 D:787 R:43.58%</p> <p>N:163 D:343 R:47.52%</p> <p>N:8,257</p>	<p>N:5 D:12 R:41.67%</p> <p>N:166 D:15,279 R:1.09%</p> <p>N:331 D:605 R:54.71%</p> <p>N:166 D:331 R:50.15%</p> <p>N:6,297</p>	<p>N:5 D:8 R:62.50%</p> <p>N:130 D:14,947 R:0.87%</p> <p>N:291 D:521 R:55.85%</p> <p>N:130 D:291 R:44.67%</p> <p>N:5,063</p>
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<p>text message regarding the COVID 19 vaccine D: # of 12-15 enrollees who have not received a vaccine 1(ff) N: # of vaccine eligible enrollees Homebound 12-15 year olds receiving at least one dose of the vaccine D: # of vaccine eligible enrollees Homebound 12-15 year olds whom have not received the vaccination</p> <p>1(fff) N:# of vaccine eligible enrollees ages 12-15 year olds successfully outreached and reminded of second dose of vaccine D: # of vaccine eligible enrollees ages 12-15 year olds requiring a second vaccine and/or overdue for second vaccine</p> <p>1(ffff) N: # of vaccine eligible enrollees ages 12-15 year old successfully outreached and reminded of second dose vaccine D: # of vaccine eligible enrollees 12-15 year olds outreached to reminded of second vaccine (successful and unsuccessful)</p>	D: R:	D: R:	D: R:	D:19,129 R:22.62%	D:17,652 R:21.57%	D:15,833 R:26.12%	D:15,547 R:53.11%	D:15,325 R:41.09%	D:14,988 R:33.78%
	N:N/A D: R:	N:N/A D: R:	N:N/A D: R:	N:7 D:77 R:9.09%	N:13 D:69 R:18.84%	N:8 D:58 R:13.79%	N:3 D:52 R:5.77%	N:2 D:47 R:4.26%	N:1 D:42 R:2.38%
	N:N/A D: R:	N:N/A D: R:	N:N/A D: R:	N:0 D:52 R:0.00%	N:23 D:130 R:17.69%	N:81 D:770 R:10.52%	N:71 D:880 R:8.07%	N:108 D:807 R:13.38%	N:63 D:814 R:7.74%
	N:N/A D: R:	N:N/A D: R:	N:N/A D: R:	N:0 D:11 R:0.00%	N:23 D:58 R:39.66%	N:81 D:218 R:37.16%	N:71 D:222 R:31.98%	N:108 D:218 R:49.54%	N:63 D:138 R:45.65%

Barrier 2: The large volume of eligible enrollees poses a challenge to enrollee reach via CM outreach alone.										
MCO-identified Barriers (indicate month, and elaborate in footnote as needed beneath table)		<i>Month 1 4/9-4/30</i>	<i>Month 2 5/1-5/31</i>	<i>Month 3 6/1-6/30</i>	<i>Month 4 7/1-7/31</i>	<i>Month 5 8/1-8/31</i>	<i>Month 6 9/1-9/30</i>	<i>Month 7 10/1-10/31</i>	<i>Month 8 11/1-11/30</i>	<i>Month 9 12/1-12/31</i>
Intervention to address barrier 2: Create reports that feed into ACLA Provider Portal with list of eligible enrollees assigned to the provider for vaccine eligible and overdue status.	Intervention tracking measure 2: <i>Percentage of enrollees age 16+ where PCPs were provided with their eligible patient list and list of vaccine providers</i> <i>N: # of providers registered to provider portal with vaccine eligible enrollees 16+</i> <i>D: # of providers with vaccine eligible enrollees ages 16+</i>	N:N/A D: R:	N:N/A D: R:	N:4,234 D:4,333 R:97.72%	N:4145 D:4245 R:97.64%	N:4001 D:4097 R:97.66%	N:4014 D:4104 R:97.81%	N:4047 D:4129 R:98.01%	N:3972 D:4059 R:97.86%	N:3946 D:4038 R:97.72%
Barrier 3: Enrollees may need reminders for the second dose in a 2-dose series										
MCO-identified Barriers (indicate month, and elaborate in footnote as needed beneath table)		<i>Month 1 4/9-4/30</i>	<i>Month 2 5/1-5/31</i>	<i>Month 3 6/1-6/30</i>	<i>Month 4 7/1-7/31</i>	<i>Month 5 8/1-8/31</i>	<i>Month 6 9/1-9/30</i>	<i>Month 7 10/1-10/31</i>	<i>Month 8 11/1-11/30</i>	<i>Month 9 12/1-12/31</i>
Intervention to address barrier 3: One week prior to due for 2 nd dose administration and overdue 2 nd dose, a telephonic outreach will be	Intervention tracking measure 3: MCO to develop. <i>N:# of vaccine eligible enrollees ages 16+</i>									

<p>utilized to remind and assist enrollees with obtaining 2nd dose. This outreach is being performed by Case Managers, Care Coordinators and Community Navigators.</p> <p>Planned Start Date: 4/9/21 Actual Start Date: 4/9/21 Revised Intervention to address MCO-identified barrier: Revision Date:</p>	<p><i>successfully outreached and reminded of second dose of vaccine</i> D: # of vaccine eligible enrollees ages 16+ requiring a second vaccine and/or overdue for second vaccine (excluding Johnson & Johnson)</p> <p>3(a) N: # of vaccine eligible enrollees ages 16+ successfully outreached and reminded of second dose vaccine D: # of vaccine eligible enrollees 16+ outreached to reminded of second vaccine (successful and unsuccessful) (J&J excluded)</p>	<p>N:157 D:1,219 R:12.88%</p> <p>N:157 D:403 R:38.96%</p>	<p>N:177 D:1,595 R:11.10%</p> <p>N:177 D:517 R:34.24%</p>	<p>N:187 D:2,051 R:9.12%</p> <p>N:187 D:607 R:30.81%</p>	<p>N:87 D:2,173 R:4.00%</p> <p>N:87 D:304 R:28.62%</p>	<p>N:230 D:2,360 R:9.75%</p> <p>N:230 D:882 R:26.08%</p>	<p>N:443 D:4,958 R:8.94%</p> <p>N:443 D:1,448 R:30.59%</p>	<p>N:568 D:6,404 R:8.87%</p> <p>N:568 D:1,729 R:32.85%</p>	<p>N: 587 D:6,445 R:9.11%</p> <p>N:587 D:1,143 R:51.36%</p>	<p>N:533 D:6,755 R:7.89%</p> <p>N:533 D:968 R:55.06%</p>
<p>Barrier 4: There may be disparities in receipt of COVID-19 vaccines</p> <p>MCO-identified Barriers (indicate month, and elaborate in footnote as needed beneath table)</p>		<p>Month 1 4/9-4/30</p>	<p>Month 2 5/1-5/31</p>	<p>Month 3 6/1-6/30</p>	<p>Month 4 7/1-7/31</p>	<p>Month 5 8/1-8/31</p>	<p>Month 6 9/1-9/30</p>	<p>Month 7 10/1-10/31</p>	<p>Month 8 11/1-11/30</p>	<p>Month 9 12/1-12/31</p>
<p>Intervention to address barrier: 4a. Spanish speaking Community Health Educators to engage with Spanish speaking enrollees and assist with transportation benefit provided through ACLA</p>	<p>Intervention tracking measure 4a: N: # of Spanish speaking enrollees scheduling transportation to vaccination site</p>	<p>N: 0 D: 0 R: 0.00%</p>	<p>N: 0 D: 0 R: 0.00%</p>	<p>N: 0 D: 0 R: 0.00%</p>	<p>N: 0 D: 0 R: 0.00%</p>	<p>Retired</p>	<p>Retired</p>	<p>Retired</p>	<p>Retired</p>	<p>Retired</p>

<p>Revised Intervention to address MCO-identified barrier: Revision Date:6/31/2021 Retired</p>	<p>D:# of Spanish speaking enrollees reporting transportation difficulty</p> <p>4(aa) N:# of vaccine eligible Spanish speaking enrollees successfully outreached for vaccination D:# of vaccine eligible Spanish speaking enrollees 16+ outreached for vaccination (successful and unsuccessful)</p>	<p>N: 2 D: 6 R: 33.33%</p>	<p>N: 6 D: 12 R: 50.00%</p>	<p>N: 12 D: 18 R: 66.67%</p>	<p>N: 61 D: 121 R: 50.41%</p>	<p>N: 63 D: 101 R: 48.91%</p>	<p>N: 45 D: 92 R: 48.91%</p>	<p>N: 55 D: 90 R: 61.11%</p>	<p>N: 34 D: 69 R: 49.28%</p>	<p>N: 14 D: 36 R: 38.89%</p>
<p>4b. Telephonic outreach will be utilized to assist enrollees enrolled in BH/SUD.</p> <p>Planned Start Date: 4/9/21 Actual Start Date: 4/9/21</p> <p>Revised Intervention to address MCO-identified barrier: Revision Date:</p>	<p>Intervention tracking measure 4b: <i>Percentage of vaccine eligible enrollees 16+ in BH/SUD that BH Case Managers assisted with obtaining vaccination.</i></p> <p>N:# of vaccine eligible enrollees 16+ enrolled in BH/SUD with appointment made at any provider D: # of vaccine eligible enrollees 16+ enrolled in BH/SUD who have not received a vaccine</p> <p>4(bb) N: # of vaccine eligible enrollees 16+ with BH/SUD in past 12 months successfully outreached for vaccine</p>	<p>N:213 D:25,859 R:0.82%</p>	<p>N:227 D:24,490 R:0.93%</p>	<p>N:260 D:23,551 R:1.10%</p>	<p>N:670 D:23,682 R:2.83%</p>	<p>N:791 D:22,369 R:3.54%</p>	<p>N:340 D:20,414 R:1.67%</p>	<p>N:415 D:19,889 R:2.09%</p>	<p>N:278 D:19,047 R:1.46%</p>	<p>N:307 D:18,170 R:1.69%</p>
		<p>N:352 D:599 R:58.76%</p>	<p>N:417 D:928 R:44.94%</p>	<p>N:472 D:1,198 R:39.40%</p>	<p>N:1,230 D:2,988 R:41.16%</p>	<p>N:1,318 D:3,238 R:40.70%</p>	<p>N:605 D:1,170 R:51.71%</p>	<p>N:805 D:1,943 R:41.43%</p>	<p>N:585 D:1,126 R:51.95%</p>	<p>N:566 D:1,107 R:51.13%</p>

	<p>D: # of vaccine eligible enrollees 16+ with BH/SUD in past 12 months outreached (successfully or unsuccessfully) for vaccine</p> <p>4(bbb) N: # of vaccine eligible enrollees 16+ with BH/SUD in past 12 months with appointment made at any vaccine provider D: # of vaccine eligible enrollees 16+ with BH/SUD in past 12 months successfully outreached for vaccine</p>	<p>N:213 D:352 R:60.51%</p>	<p>N:227 D:417 R:54.44%</p>	<p>N:260 D:472 R:55.08%</p>	<p>N:670 D:1,230 R:54.47%</p>	<p>N:791 D:1,318 R:60.02%</p>	<p>N:340 D:605 R:56.20%</p>	<p>N:415 D:805 R:51.55%</p>	<p>N:278 D:585 R:47.52%</p>	<p>N:307 D:566 R:54.24%</p>
	<p>Intervention tracking measure 4c:</p> <p>N:# of vaccine eligible enrollees 12-15 year old enrolled in BH/SUD with appointment made at any provider D: # of vaccine eligible enrollees 12-15 year old enrolled in BH/SUD who have not received a vaccine</p> <p>4(cc) N: # of vaccine eligible enrollees 12-15 year old with BH/SUD in past 12 months successfully outreached for vaccine D: # of vaccine eligible enrollees 12-15 year old with BH/SUD in past 12 months outreached (successfully or unsuccessfully) for vaccine</p>	<p>N:N/A D: R:</p> <p>N:N/A D: R:</p>	<p>N:N/A D: R:</p> <p>N:N/A D: R:</p>	<p>N:N/A D: R:</p> <p>N:N/A D: R:</p>	<p>Baseline N:144 D:4,365 R:3.30%</p> <p>N:229 D:635 R:36.06%</p>	<p>N:140 D:4,017 R:3.49%</p> <p>N:233 D:591 R:39.42%</p>	<p>N:47 D:3,520 R:1.34%</p> <p>N:99 D:159 R:62.26%</p>	<p>N:46 D:3,441 R:1.34%</p> <p>N:94 D:187 R:50.27%</p>	<p>N:49 D:3,366 R:1.46%</p> <p>N:90 D:150 R:60.00%</p>	<p>N:33 D:3,254 R:1.01%</p> <p>N:89 D:139 R:64.03%</p>

	<p>4(ccc) N: # of vaccine eligible enrollees 12-15 year old with BH/SUD in past 12 months with appointment made at any vaccine provider D: # of vaccine eligible enrollees 12-15 year old with BH/SUD in past 12 months successfully outreached for vaccine</p>	N:N/A D: R:	N:N/A D: R:	N:N/A D: R:	N:144 D:229 R:62.88%	N:140 D:233 R:60.09%	N:47 D:99 R:47.47%	N:46 D:94 R:48.94%	N:49 D:90 R:54.44%	N:33 D:89 R:37.08%
<p>Barrier 5: Enrollees may have difficulties with transportation or be homebound MCO-identified Barriers (indicate month, and elaborate in footnote as needed beneath table)</p>										
		<i>Month 1</i> <i>4/9-4/30</i>	<i>Month 2</i> <i>5/1-5/31</i>	<i>Month 3</i> <i>6/1-6/30</i>	<i>Month 4</i> <i>7/1-7/31</i>	<i>Month</i> <i>8/1-8/31</i>	<i>Month</i> <i>9/1-9/30</i>	<i>Month 7</i> <i>10/1-10/31</i>	<i>Month 8</i> <i>11/1-11/30</i>	<i>Month 9</i> <i>12/1-12/31</i>
<p>Intervention to address barrier: 5a. Provide transportation for enrollees reporting transportation difficulty</p>	<p>Intervention tracking measure 5a: N: # of vaccine eligible enrollees 16+ scheduling transportation to vaccination sites D: # of vaccine eligible enrollees 16+ not vaccinated, reporting transportation difficulty</p>	N:5 D:5 R:100.00%	N:8 D:8 R:100.00%	N:2 D:2 R:100.00%	N:8 D:8 R:100.00%	N:6 D:6 R:100.00%	N:4 D:4 R:100.00%	N:3 D:3 R:100.00%	N:2 D:2 R:100.00%	N:0 D:0 R:0.00%

<p>5b. Work with providers to assist homebound enrollees with receiving the vaccination</p> <p>Planned Start Date: 4/9/21 Actual Start Date: 4/9/21</p> <p>Revised Intervention to address MCO-identified barrier: Revision Date:</p>	<p>Intervention tracking measure 5b: <i>N: # of vaccine eligible enrollees Homebound 16+ receiving at least one dose of the vaccine</i> <i>D: # of vaccine eligible enrollees Homebound 16+ whom have not received the vaccination</i></p>	<p>N:155 D:1,272 R:12.19%</p>	<p>N:98 D:1,114 R:8.80%</p>	<p>N:62 D:1,167 R:5.31%</p>	<p>N:88 D:952 R:9.24%</p>	<p>N:154 D:881 R:17.48%</p>	<p>N:101 D:751 R:13.45%</p>	<p>N:43 D:666 R:6.46%</p>	<p>N:34 D:637 R:5.34%</p>	<p>N:23 D:588 R:3.91%</p>
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Results

To be completed upon Baseline, Interim and Final Report submissions. The results section should present project findings related to performance indicators. **Do not** interpret the results in this section.

2022

Table 5: Results-all data are from the first report of the month

Indicator	Description	Jan 2022	Feb 2022	Mar 2022	April 2022	May 2022	June 2022	July 2022	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022	Target
Indicator 1	Measure A: Persons who received at least one vaccine dose	N:62,339 D:147,394 R: 42.29%	N:64,016 D:148,182 R:43.20%	N: 65,197 D:148,904 R:43.79%	N:65,848 D:148,848 R:44.24%	N:66,413 D:149,467 R:44.43%	N:67,052 D:150,419 R:44.58%	N:71,178 D:150,521 R:47.29%	N:71,554 D:150,974 R:47.40%	N:72,157 D:151,984 R:47.48%	N:72,425 D:152,307 R:47.55%	N:72,741 D:152,827 R:47.60%	N:74,094 D:155,639 R:47.60%	70%
	Measure B: Persons who received a complete vaccine course	N:53,651 D:147,394 R:36.40%	N:55,039 D:148,182 R:37.14%	N: 56,141 D:148,904 R:37.70%	N:56,989 D:148,848 R:38.29%	N:57,512 D:149,467 R:38.48%	N:58,110 D:150,419 R:38.63%	N:61,590 D:150,521 R:40.92%	N:61,980 D:150,974 R:41.05%	N:62,526 D:151,984 R:41.14%	N:62,804 D:152,307 R:41.24%	N:63,081 D:152,827 R:41.28%	N:64,289 D:155,639 R:41.31%	70%
Indicator 2	Racial/ethnic disparity in receipt of at least one dose of COVID-19 vaccine Measure A: Difference between the percentage of eligible White and Black individuals receiving at least one dose (% of Black individuals)	9.95%	10.80%	11.22%	11.62%	11.69%	11.86%	12.89%	13.04%	13.16%	13.23%	13.37%	13.30%	0.0%

Indicator	Description	Jan 2022	Feb 2022	Mar 2022	April 2022	May 2022	June 2022	July 2022	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022	Target
	minus %White individuals)													
	Measure B: Difference between the percentage of eligible White and Hispanic/Latino individuals receiving at least one dose (% of Hispanic/Latino minus % White individuals)	0.43%	1.02%	1.33%	0.77%	0.62%	0.82%	3.21%	3.21%	3.30%	2.93%	2.91%	2.52%	0.0%
	Measure C: Difference between the percentage of eligible White and those of Other, Unknown, or Missing race/ethnicity receiving at least one dose (% Other/Unknown / Missing minus % White individuals)	16.20%	15.74%	15.83%	15.86%	15.89%	15.93%	18.11%	18.06%	17.99%	17.94%	17.92%	17.68%	0.0%
Indicator 3	Racial/ethnic disparity in receipt of a complete COVID-19 vaccine series ¹													
	Measure A: Difference between the	8.01%	8.70%	9.08%	9.59%	9.68%	9.87%	10.72%	10.88%	10.99%	11.10%	11.24%	11.14%	0.0%

Indicator	Description	Jan 2022	Feb 2022	Mar 2022	April 2022	May 2022	June 2022	July 2022	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022	Target
	percentage of eligible White and Black individuals receiving a complete vaccine series (% of Black individuals minus %White individuals)													
	Measure B: Difference between the percentage of eligible White and Hispanic/Latino individuals receiving a complete vaccine series (% of Hispanic/Latino minus % White individuals)	-0.47%	-0.48%	-0.10%	-0.10%	-0.18%	-0.20%	1.72%	1.66%	1.70%	1.22%	1.15%	0.80%	0.0%
	Measure C: Difference between the percentage of eligible White and those of Other, Unknown, or Missing race/ethnicity receiving a complete vaccine series (% Other/Unknown /	15.72%	15.57%	15.56%	15.41%	15.48%	15.57%	17.51%	17.52%	17.43%	17.36%	17.38%	17.10%	0.0%

Indicator	Description	Jan 2022	Feb 2022	Mar 2022	April 2022	May 2022	June 2022	July 2022	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022	Target
	Missing minus % White individuals)													
Indicator 4²	Measure A: Pediatric population ages 12-15 years who received at least one vaccine dose	N:5,879 D:21,012 R:27.98%	N:6,215 D:21,042 R:29.54%	N:6,355 D:21,025 R:30.23%	N:6,391 D:20,907 R:30.57%	N:6,390 D:20,920 R:30.55%	N:6,377 D:20,949 R:30.44%	N:6,748 D:20,936 R:32.23%	N:6,739 D:20,948 R:32.17%	N:6,690 D:20,945 R:31.94%	N:6,618 D:20,873 R:31.71%	N:6,564 D:20,881 R:31.44%	N:6,507 D:20,939 R:31.08%	70%
	Measure B: Pediatric population ages 12-15 years who received a complete vaccine series	N:4,674 D:21,012 R:22.24%	N:4,943 D:21,042 R:23.49%	N:5,097 D:21,025 R:24.24%	N:5,185 D:20,907 R:24.80%	N:5,195 D:20,920 R:24.83%	N:5,199 D:20,949 R:24.82%	N:5,490 D:20,936 R:26.22%	N:5,487 D:20,948 R:26.19%	N:5,443 D:20,945 R:25.99%	N:5,392 D:20,873 R:25.83%	N:5,345 D:20,881 R:25.60%	N:5,297 D:20,939 R:25.30%	70%
	Measure C: Pediatric population ages 5-11 years who received at least one vaccine dose	N:2,299 D:34,139 R:6.73%	N: 3,458 D:34,119 R:10.14%	N:3,973 D:34,204 R:11.62%	N:4,386 D:34,140 R:12.85%	N:4,457 D:34,140 R:13.06%	N: 4,516 D:34,273 R:13.18%	N:4,935 D:34,158 R:14.45%	N:5,040 D:34,196 R:14.74%	N:5,101 D:34,354 R:14.85%	N:5,051 D:34,354 R:14.70%	N:4,993 D:34,393 R:14.52%	N:4,919 D:34,601 R:14.22%	70%
	Measure D: Pediatric population ages 5-11 years who received a complete vaccine series	N:1,073 D:34,139 R:3.14%	N:1,889 D:34,119 R:5.54%	N:2,552 D:34,204 R:7.46%	N:3,037 D:34,140 R:8.90%	N:3,153 D:34,140 R:9.24%	N:3,248 D:34,273 R:9.48%	N:3,591 D:34,158 R:10.51%	N:3,660 D:34,196 R:10.70%	N:3,732 D:34,354 R:10.86%	N:3,718 D:34,354 R:10.82%	N:3,694 D:34,393 R:10.74%	N:3,651 D:34,601 R:10.55%	70%

Indicator	Description	Jan 2022	Feb 2022	Mar 2022	April 2022	May 2022	June 2022	July 2022	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022	Target
	Measure E: Pediatric population ages 6 months to 4 years who received at least one vaccine dose	N/A	N/A	N/A	N/A	N/A	N/A	N:30 D:22,671 R:0.13%	N:131 D:22,594 R:0.58%	N:210 D:22,543 R:0.93%	N:242 D:22,427 R:1.08%	N:246 D:22,344 R:1.10%	N:239 D:22,473 R:1.06%	
	Measure F: Pediatric population ages 6 months to 4 years who received a complete vaccine series	N/A	N/A	N/A	N/A	N/A	N/A	N:1 D:22,671 R:0.00%	N:27 D:22,594 R:0.12%	N:94 D:22,543 R:0.42%	N:122 D:22,427 R:0.54%	N:143 D:22,344 R:0.64%	N:154 D:22,473 R:0.69%	
	Measure G: Pediatric population 0-15 years of age who received at least one vaccine dose	*5-15 years of age N:8,178 D:55,151 R:14.83%	*5-15 years of age N:9,673 D:55,161 R:17.54%	*5-15 years of age N:10,328 D:55,229 R:18.70%	*5-15 years of age N:10,777 D:55,047 R:19.58%	*5-15 years of age N:10,847 D:55,060 R:19.70%	*5-15 years of age N:10,893 D:55,222 R:19.73%	*0-15 years of age N:11,713 D:77,765 R:15.06%	*0-15 years of age N:11,910 D:77,738 R:15.32%	*0-15 years of age N:12,001 D:77,842 R:15.42%	*0-15 years of age N:11,911 D:77,654 R:15.34%	*0-15 years of age N:11,803 D:77,618 R:15.21%	*0-15 years of age N:11,665 D:78,013 R:14.95%	
	Measure H: Pediatric population 0-15 years of age who received a complete vaccine series	*5-15 years of age N:5,747 D:55,151 R:10.42%	*5-15 years of age N:6,832 D:55,161 R:12.39%	*5-15 years of age N:7,649 D:55,229 R:13.85%	*5-15 years of age N:8,222 D:55,047 R:14.94%	*5-15 years of age N:8,348 D:55,060 R:15.16%	*5-15 years of age N:8,447 D:55,222 R:15.30%	*0-15 years of age N:9,082 D:77,765 R:11.68%	*0-15 years of age N:9,174 D:77,738 R:11.80%	*0-15 years of age N:9,269 D:77,842 R:11.91%	*0-15 years of age N:9,232 D:77,654 R:11.89%	*0-15 years of age N:9,182 D:77,618 R:11.83%	*0-15 years of age N:9,102 D:78,013 R:11.67%	

¹This refers to completion of a 2-dose series for 2-dose vaccines (e.g., Pfizer and Moderna) and receipt of one dose for vaccines only requiring one dose (e.g., Johnson and Johnson).

²For the pediatric population, the denominator equals the number of eligible enrollees based on the FDA authorization. The denominator will change significantly as the age range of pediatric authorization changes. The baseline period for children ages 12-15 years will start with the 7/2/2021 COVID-19 Vaccine Summary Report. The baseline period for children ages 5-11 years will start with the 12/9/21 COVID-19 Vaccine Summary Report.

Indicator 2021	Description			June 2021	July 2021	August 2021	September 2021			November 2021	December 2021	January 7, 2022 Summary	Target
		April 2021 (Baseline)	May 2021				October 2021						
Indicator 1	Measure A: Persons who received at least one vaccine dose	N:20,122 D:142,744 R:14.10%	N:29,299 D:142,391 R:20.58%	N:33,126 D:142,960 R:23.17%	N:36,526 D:144,323 R:25.31%	N:42,917 D:144,811 R:29.64%	N: 52,121 D: 145,830 R:35.74%	N:54,254 D:146,585 R:37.01%	N:57,300 D:146,562 R:39.10%	N:59,839 D: 147,815 R:40.48%	N: 62,339 D:147,394 R:42.29%	R:70%	
	Measure B: Persons who received a complete vaccine course	N:10,478 D:142,744 R:7.34%	N:23,720 D:142,391 R:16.66%	N:28,409 D:142,960 R:19.87%	N:32,403 D:144,323 R:22.45%	N:35,609 D:144,811 R:24.59%	N: 42,219 D:145,830 R: 28.95%	N:45,941 D:146,585 R:31.34%	N:49,192 D:146,562 R:33.56%	N: 51,544 D: 147,815 R: 34.87%	N: 53,651 D:147,394 R:36.40%	R:70%	
Indicator 2	Racial/ethnic disparity in receipt of at least one dose of COVID-19 vaccine												
	Measure A: Difference between the percentage of eligible White and Black individuals receiving at least one dose (% of Black individuals minus %White individuals)	3.29%	4.87%	5.6%	6.49%	8.00%	9.48%	9.92%	11.01%	9.01%	9.95%	0.0%	
	Measure B: Difference between the percentage of eligible White and Hispanic/Latino	-1.91%	-0.73%	-0.15%	0.21%	1.29%	1.65%	1.95%	2.62%	-0.11%	0.43%	0.0%	

Indicator 2021	Description	April 2021 (Baseline)	May 2021	June 2021	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	January 7, 2022 Summary	Target
	<p>individuals receiving at least one dose (% of Hispanic/Latino minus % White individuals)</p> <p>Measure C: Difference between the percentage of eligible White and those of Other, Unknown, or Missing race/ethnicity receiving at least one dose (% Other/Unknown/ Missing minus % White individuals)</p>	6.23%	9.83%	12.10%	13.27%	15.88%	16.19%	16.21%	16.47%	15.87%	16.20%	
Indicator 3	<p>Racial/ethnic disparity in receipt of a complete COVID-19 vaccine series¹</p> <p>Measure A: Difference between the percentage of eligible White and Black</p>											

Indicator 2021	Description	April 2021 (Baseline)	May 2021	June 2021	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	January 7, 2022 Summary	Target
	individuals receiving a complete vaccine series (% of Black individuals minus %White individuals)	1.73%	3.83%	4.59%	5.36%	6.24%	7.70%	8.31%	9.30%	7.40%	8.01%	0.0%
	Measure B: Difference between the percentage of eligible White and Hispanic/Latino individuals receiving a complete vaccine series (% of Hispanic/Latino minus % White individuals)	-1.32%	-1.03%	-0.56%	0.17%	0.97%	0.99%	1.06%	1.76%	-0.93%	0.47%	0.0%
	Measure C: Difference between the percentage of eligible White and those of Other, Unknown, or Missing race/ethnicity receiving a complete vaccine series (% Other/Unknown/	3.38%	8.06%	10.65%	12.17%	13.86%	15.39%	15.59%	15.91%	15.64%	15.72%	

Indicator 2021	Description	April 2021 (Baseline)	May 2021	June 2021	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	January 7, 2022 Summary	Target
	Missing minus % White individuals)											
Indicator 4 ²	Measure A: Pediatric population who received at least one vaccine dose Measure B: Pediatric population who received a complete vaccine series	N/A	N/A	N/A	(Baseline) N:1,126 D:20,857 R:5.40%	N:2,743 D:20,904 R:13.12%	N:4,748 D:20,987 R: 22.62%	N:5,031 D:21,063 R:23.89%	N:5,328 D:21,026 R:25.34%	N:5,544 D: 21,163 R: 26.20%	N: 5,879 D: 21,012 R: 27.98%	R:70%
					N:699 D:20,857 R:3.35%	N:1,298 D:20,904 R:6.21%	N:3,151 D:20,987 R:15.01%	N:3,805 D:21,063 R:18.06%	N:4,255 D:21,026 R:20.24%	N: 4,479 D: 21,163 R: 21.16%	N: 4,674 D:21,012 R: 22.24%	R:70%
¹ This refers to completion of a 2-dose series for 2-dose vaccines (e.g., Pfizer and Moderna) and receipt of one dose for vaccines only requiring one dose (e.g., Johnson and Johnson). ² For the pediatric population, the denominator equals the number of eligible enrollees based on the FDA authorization. The denominator will change significantly as the age range of pediatric authorization changes. The baseline period will start with the 7/2/2021 COVID-19 Vaccine Summary Report												

Discussion

To be completed upon Interim and Final Report submissions. The discussion section is for explanation and interpretation of the results. In the Final Report Discussion, revise the Interim Discussion so that the Final Discussion Section represents one comprehensive and integrated interpretation of results, rather than a separate add-on to the Interim discussion.

Discussion of Results

- **Interpret the performance indicator rates for each measurement period**, i.e., describe whether rates improved or declined between baseline and interim, between interim and final and between baseline and final measurement periods.

Between January 2022 and December 2022, Indicator 1A and 1B had slow but steady increases. Indicator 1A increased from 62,339 to 74,094 (5.31 percentage point increase), and Indicator 1B increased from 53,651 to 64,289 (4.90 percentage point increase.) Despite the fact that the indicators have not increased as much as they did from April to December of 2021, when they went from 1A 20,122 to 59,839 (26.38 percentage points) and 1B 10,478 to 51,544 (27.53 percentage points), respectively, the prevalence of the disease, the recommended vaccinations, and the addition of age groups who are eligible for vaccination have changed.

Indicators 2 and 3, which compare the percentage of Black, Hispanic, and Other/Unknown people receiving at least one dosage and a complete dose to White individuals, showed growing discrepancies in 2022. It's interesting to note that the racial/ethnic disparity statistics held true to the pattern from 2021, with individuals that classified as Other/Unknown continuing to make up the majority for both indicators, followed by Black, Hispanic, and White populations.

Indicators 4A and 4B, which measure the population aged 12 to 15, did not see the same rise in 2022 as they did in 2021. Indicator 4A climbed by 3.09 percentage points in 2022, going from 5,879 in January to 6,507 in December. In contrast, a 20.8 % increase from 1,126 to 5,544 was seen in 2021. Indicator 4B followed suit, rising by 3.05 percentage in 2022 from 4,674 in January to 5,297 in December. Indicator 4B increased by 18.89 % from 699 to 4,479 in 2021.

The inclusion of the two newest age groups occurred in 2022. Indicators for children aged 5 to 11 were added in January with the approval of vaccination for this age group in December of 2021. When compared to other age groups, indicators 4C and 4D considerably rose from January 2022 baseline to December 2022. With a range from 2,229 to 4,919, Indicator 4C shows an increase of 7.48 percentage points. From 1,073 to 3,651 Indicator 4D had a 7.41 percentage increase. The age group of 6 months to 4 years added an extra 22,671 for immunization in July 2022. Indicator 4E's starting point was 30, and it concluded the month of December with 239, a rise of 0.93 percent. The baseline for Indicator 4F in July began at 1 and concluded at 154 in November, a rise of 0.68 percent. The strategy continues to concentrate interventions on this newest age group even if it did not experience the same dramatic growth as the group of children aged 5 to 11 did.

- **Explain and interpret the results by reviewing the degree to which objectives and goals were achieved.** Use your ITM data to support your interpretations.

Overall, COVID-19 vaccination rates across all age categories in ACLA's enrolleeship increased in 2022; the increase was slower than observed in 2021, but there was still an upward trend. The continuous goal of vaccinating 70 percent of the population was not met and proved challenging to accomplish. Some strategies were more effective than others. The aims and goals for the year were attained by monitoring and evaluating ITM data and Indicator data. According to weekly and monthly results, the plan would change the existing efforts to best affect vaccination rates. The strategy achieved this by concentrating on certain age groups, ethnic groupings, vaccine doses, areas, and providers. This effort was then supplemented by participation in local vaccination and non-vaccination events, the use of text messaging, and social media campaigns. When possible, the strategy also combined efforts. ACLA continued an "all hands-on deck" approach into 2022. "Make Every Touch Count" became ACLA's motto for the year so that anytime we came in contact with a enrollee, vaccination status would be addressed. The collection and response to barriers continued throughout 2022. The shifting recommendations for vaccination/booster doses, the addition of two new age groups, and the ongoing resistance to vaccination were some of the obstacles that made this year challenging. The plan continued to look for opportunities and remained steadfast with our messaging regarding the vaccination. Interdepartmental meetings that had been held once a week in 2021 were still held in 2022 but instead held on a monthly basis, with the same topics of progress, discussion and strategies. During the PIP, the plan did work with SBHC for an event to provide vaccines to vaccine-eligible school aged children within a set radius of the SBHC, affecting ITM 1B, 1C, 2B, 2C, 4A, 4B, 4C rate. The plan sent out summer letters that included COVID-19 vaccination information in July to that spanned age groups from 3 to 17, along with participating in multiple 'Back to School' community events to further affect ITM 1A, 1B, 1C, 1D, 2A, 2B, 2C, 2D, 4A, 4B, 4C, and 4D rates. Due to restrictions placed by pharmacies themselves and/or the Louisiana Board of Pharmacy, there were some enrollees in this newest age group for whom parents/guardians could not turn to pharmacies to have vaccinations administered. This created another barrier for parents/guardian and prompted the development of interventions to overcome it for the plan. ACLA then shifted its emphasis to provider education and outreach, therefore focusing on ITM 1D, 2D and 4D. Many parents were hesitant to vaccinate their child after the FDA approved the vaccine for children 6 months to 4 years of age. The plan received many reasons as to why, such as parent/guardians believing there to be a low risk of contracting the disease and/or that the severity would not hard the child at this age. Many did not trust how quickly the vaccination was approved for this age group. Still others reported they feared the side effects the vaccination may have on their child. Many simply reported they were not going to get the vaccination for their child unless it became mandatory at childcare and/or schools. In an effort to counter the resistance, focus was placed on ITM 1D, 2D, and 4D concentrating outreach efforts on the newest age range.

- **What factors were associated with success or failure?** For example, in response to stagnating or declining ITM rates, describe any findings from the barrier analysis triggered by lack of intervention progress, and how those findings were used to inform modifications to interventions.

The success of ACLA's ability to influence the enrollee's vaccination status has been linked to the plan's capacity to evaluate data, allow data to lead interventions and promptly adjust emphasis, strategies, and outreach activities. Along with consistent messaging, ACLA believes that the motto for the year, "Make Every Touch Count" played a role in our enrollees' successful vaccine uptake. Below are some of the examples the plan utilized to assist with our success in a response to stagnating ITM rates:

- The plan considered it crucial to track and report not only the number of appointments made over the total population but also the total number of successful appointments made over both successful outreach and total outreach each month from the beginning of the COVID-19 Vaccination Performance Improvement Project.
- ACLA supported the importance of providers in influencing patient apprehension about vaccination and their crucial role in doing so. Provider outreach, education, incentive, and assistance was a top objective for the plan this year.
- Outreach lists continued to be tailored to each department's weekly outreach capacity and align with priorities, ensuring success of both the plan's associates and the vaccination among enrollees.
- Interdepartmental meetings were held every month in 2022. This made it possible to brainstorm freely, present ideas, monitor interventions and indicators. It also gave participating departments the chance to better understand how their contributions to successful vaccination outcomes complement one another. We emphasized that small ideas make big differences and were able to utilize suggestions made by the group.
- Due to various competing priorities in 2022, activities were combined whenever possible to reduce abrasion for enrollees and providers alike.
- Our enrollees, communities, and regions that we serve were made aware that ACLA is an active participant in supporting locals to be vaccinated through our participation in community vaccination events and the distribution of COVID-19 Vaccination Facts and Myths flyers at non-vaccine community activities.
- The COVID-19 vaccine education and incentive wording was included in "Child and Teen Summer Letters," which were sent to parents and guardians in late Jul, along with information on other well-child appointments and immunizations. August had favorable immunization rates for these age groups, which ACLA believes may have been influenced by the summer letters.

Staffing concerns in clinicians' offices were some of the obstacles to intervention success that the strategy dealt with throughout 2022. Many locations reported personnel shortages that had an impact on patient processes and the general clinic environment. Many reported "We cannot find clinical or office staff to hire.", "We have one receptionist for three locations because we cannot find someone for the other two locations.", "We still have several back-office staff positions open, we are trying to address everything with our patients but are having a hard time because we are so short staffed." These concerns led to the following from the plan:

- Outreach to providers with a large population of vaccine-eligible patients
- Information on enrollee and provider incentives
- Education on the counseling code for reimbursement considerations when informing enrollees regarding the COVID-19 vaccination
- Information about immunization activities around the provider's location
- Pharmacist limits on the age groups that may and cannot receive vaccinations at local pharmacies, as well as education regarding the newest age groups
- Instruction on how to get the weekly-updated "COVID-19 Vaccination Eligibility and Overdue" report

Limitations

As in any population health study, there are study design limitations for a PIP. Address the limitations of your project design, i.e., challenges identified when conducting the PIP (e.g., accuracy of administrative measures that are specified using diagnosis or procedure codes are limited to the extent that providers and coders enter the correct codes; accuracy of hybrid measures specified using chart review findings are limited to the extent that documentation addresses all services provided).

- **Were there any factors that may pose a threat to the internal validity the findings?**

Definition and examples: internal validity means that the data are measuring what they were intended to measure. For instance, if the PIP data source was meant to capture all children 5-11 years of age with an asthma diagnosis, but instead the PIP data source omitted some children due to inaccurate ICD-10 coding, there is an internal validity problem.

Care management/case management process measure data accuracy is threatened by the limitations of episodic documentation and data abstractions from the plan's integrated care management software, which pose a threat to the findings' internal validity.

The administrative measure accuracy that are specified using pharmacy claims and procedure codes are limited to the extent that providers and coders enter the correct codes.

LINKS data is only as good as providers' ability to submit accurate patient/vaccination information in a timely way.

Data discrepancies due to enrollee matching issues within the OPH data files presents a threat to the internal validity of the findings within the performance indicators.

- **Were there any threats to the external validity the findings?**

Definition and examples: external validity describes the extent that findings can be applied or generalized to the larger/entire enrollee population, e.g., a sample that was not randomly selected from the eligible population or that includes too many/too few enrollees from a certain subpopulation (e.g., under-representation from a certain region).

With the Unknown Race/Ethnicity/Declines to State population, there may be a disparity that exists but because of the unknown status cannot be identified.

- **Describe any data collection challenges.**

Definition and examples: data collection challenges include low survey response rates, low medical record retrieval rates, difficulty in retrieving claims data, or difficulty tracking case management interventions.

Data collection for process measures centered on case management / care management outreach presented various problems to the plan. Due to limitations in episodic documentation and data abstraction from the plan's integrated care management software, Case Management / Care Management enrollee interactions may have been underrepresented.

Due to anomalies caused by a file match issue, the OPH data file understates the number of ACLA enrollees who have been vaccinated and whose vaccination information was timely reported in LINKS.

Next Steps

This section is completed for the Final Report. For each intervention, summarize lessons learned, system-level changes made and/or planned, and outline next steps for ongoing improvement beyond the PIP timeframe.

Table 6: Next Steps

Description of Intervention	Lessons Learned	System-Level Changes Made and/or Planned	Next Steps
Case Managers will telephonically outreach to enrollees enrolled in case management	Existing relationships matter Keep enrollees engaged in their care	Use of Family Link to address all family enrollees linked to HOH/guardian	-Continue Intervention -Combine with other intervention to prevent enrollee abrasion
Care Coordinators and Community Navigators will telephonically outreach enrollees not enrolled in case management	Following data to be strategic and purposeful in outreach leads to success	Prioritizing weekly outreach lists by utilizing data and make list manageable week over week	-Continue to monitor distribution data and plan how to help colleagues and enrollees succeed
Text Message Campaigns	Continuous enrollment can lead to enrollee abrasion and less interaction	Review logic for text message, evaluate other initiatives' text message	-After review, make decisions on what future logic will look like to assist in increase in vaccination rates
Provider Portal COVID-19 Vaccination Status Reports	Low utilization of Provider Portal Staffing issues continue to persist in provider offices	Review provider incentive for next year, increase in face-to-face provider interactions, use guided instruction with provider offices to teach how to obtain the report for themselves	-Continue to educate providers -Plan increase in number of face-to-face interactions with providers -Ask provider offices how we can best support them
Telephonic outreach for 2 nd dose reminders	This is low hanging fruit and may be the population most interested in receiving 2 nd dose and possibly future boosters		-Continue intervention -Combine with other intervention to prevent enrollee abrasion
Provider outreach to high number of vaccine eligible enrollees linked	Can affect many enrollees The importance of providers in influencing patient's apprehension about vaccination and their crucial role in doing		-Continue to outreach providers with high number of vaccine eligible enrollees linked to them
Provide transportation to enrollees reporting transportation issues	Low utilization for COVID-19 vaccine appointments		-Continue to monitor, as do not want this to become a barrier

Work with providers to assist with homebound enrollees	Low utilization	More in depth discussions with homebound enrollees	- Depending on conversations
Face to Face enrollee interaction	Effective way of developing relationships and making care more personable	Collaborate with a variety of dependable and trusted community partners	-Continue to participate in community events-both for vaccinations and non-vaccination events

References

Include a list of references for any sources of information used to formulate the project.

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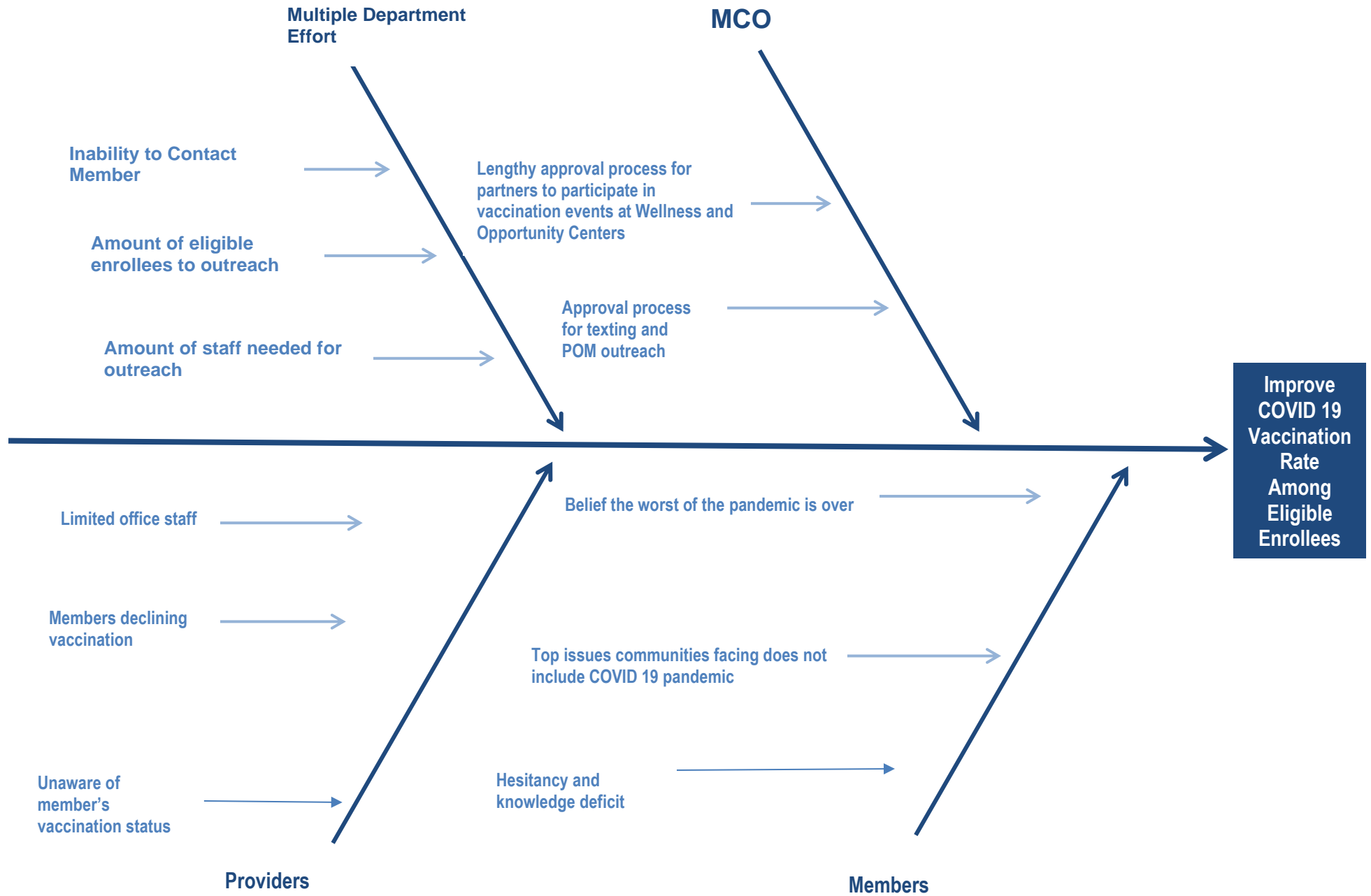
Glossary of PIP Terms

Table 7: PIP Terms

PIP Term	Also Known as...	Purpose	Definition
Aim	<ul style="list-style-type: none"> • Purpose 	To state what the MCO is trying to accomplish by implementing their PIP.	An aim clearly articulates the goal or objective of the work being performed for the PIP. It describes the desired outcome. The Aim answers the questions “How much improvement, to what, for whom, and by when?”
Barrier	<ul style="list-style-type: none"> • Obstacle • Hurdle • Road block 	To inform meaningful and specific intervention development addressing enrollees, providers, and MCO staff.	Barriers are obstacles that need to be overcome in order for the MCO to be successful in reaching the PIP Aim or target goals. The root cause (s) of barriers should be identified so that interventions can be developed to overcome these barriers and produce improvement for enrollees/providers/MCOs. A barrier analysis should include analyses of both quantitative (e.g., MCO claims data) and qualitative (such as surveys, access and availability data or focus groups and interviews) data as well as a review of published literature where appropriate to root out the issues preventing implementation of interventions.
Baseline rate	<ul style="list-style-type: none"> • Starting point 	To evaluate the MCO’s performance in the year prior to implementation of the PIP.	The baseline rate refers to the rate of performance of a given indicator in the year prior to PIP implementation. The baseline rate must be measured for the period before PIP interventions begin.
Benchmark rate	<ul style="list-style-type: none"> • Standard • Gauge 	To establish a comparison standard against which the MCO can evaluate its own performance.	The benchmark rate refers to a standard that the MCO aims to meet or exceed during the PIP period. For example, this rate can be obtained from the statewide average, or Quality Compass.
Goal	<ul style="list-style-type: none"> • Target • Aspiration 	To establish a desired level of performance.	A goal is a measurable target that is realistic relative to baseline performance, yet ambitious, and that is directly tied to the PIP aim and objectives.
Intervention tracking measure	<ul style="list-style-type: none"> • Process Measure 	To gauge the effectiveness of interventions (on a quarterly or monthly basis).	Intervention tracking measures are monthly or quarterly measures of the success of, or barriers to, each intervention, and are used to show where changes in PIP interventions might be necessary to improve success rates on an ongoing basis.

PIP Term	Also Known as...	Purpose	Definition
Limitation	<ul style="list-style-type: none"> • Challenges • Constraints • Problems 	To reveal challenges faced by the MCO, and the MCO's ability to conduct a valid PIP.	Limitations are challenges encountered by the MCO when conducting the PIP that might impact the validity of results. Examples include difficulty collecting/ analyzing data, or lack of resources / insufficient nurses for chart abstraction.
Performance indicator	<ul style="list-style-type: none"> • Indicator • Performance Measure (terminology used in HEDIS) • Outcome measure 	To measure or gauge health care performance improvement (on a yearly basis).	Performance indicators evaluate the success of a PIP annually. They are a valid and measurable gauge, for example, of improvement in health care status, delivery processes, or access.
Objective	<ul style="list-style-type: none"> • Intention 	To state how the MCO intends to accomplish their aim.	Objectives describe the intervention approaches the MCO plans to implement in order to reach its goal(s).

Appendix A: Fishbone (Cause and Effect) Diagram- OPTIONAL



Appendix B: Priority Matrix- OPTIONAL

Which of the Root Causes Are . . .	Very Important	Less Important
<p>Very Feasible to Address</p>	<ul style="list-style-type: none"> • Enrollee outreach and education to all vaccine eligible enrollees • Transportation providers for homebound enrollees • Transportation for enrollees facing transportation difficulties to vaccination events and/or vaccination providers • Consistent message regarding the vaccination • Participating in community events where vaccinations are offered 	<ul style="list-style-type: none"> • Internal approval processes • Hosting vaccination events at the Wellness and Opportunity Centers
<p>Less Feasible to Address</p>	<ul style="list-style-type: none"> • Enrollees unable to contact • Increasing vaccination due to lift of Louisiana COVID 19 public health emergency and changing beliefs that the worst of the pandemic is over • Inserting COVID 19 Vaccination importance when communities have turned their attention to other important issues such as the economy and rising costs of things such as food and shelter 	<ul style="list-style-type: none"> • Locating the homeless eligible enrollees • Staffing issues at provider offices

Appendix C: Strengths, Weaknesses, Opportunities, and Threats (SWOT) Diagram- OPTIONAL

	Positives	Negatives
INTERNAL <i>under your control</i>	<p style="text-align: center;"><i>build on</i> STRENGTHS</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • Ability to outreach on large scale • Partners that organize vaccination events and the relationships that already exist • Supportive Medical Director • Active participation from multi-disciplinary workgroup 	<p style="text-align: center;"><i>minimize</i> WEAKNESSES</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • Limited staff • Competing initiatives that had been placed on hold to pay closer attention to the COVID 19 pandemic, now need more divided and equal time
EXTERNAL <i>not under your control, but can impact your work</i>	<p style="text-align: center;"><i>pursue</i> OPPORTUNITIES</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • Partners that organize vaccinations events that relationships have not already been developed • Vaccinations to rural and hard to reach populations 	<p style="text-align: center;"><i>protect from</i> THREATS</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • Unable to contact enrollee • Provider participation

Appendix D: Driver Diagram- OPTIONAL

AIM	PRIMARY DRIVERS	SECONDARY DRIVERS	INTERVENTIONS

Appendix E: Plan-Do-Study-Act Worksheet- OPTIONAL

	Pilot Testing	Measurement #1	Measurement #2
Intervention #1:			
Plan: Document the plan for conducting the intervention.	•	•	•
Do: Document implementation of the intervention.	•	•	•
Study: Document what you learned from the study of your work to this point, including impact on secondary drivers.	•	•	•
Act: Document how you will improve the plan for the subsequent phase of your work based on the study and analysis of the intervention.	•	•	•
Intervention #2:			
Plan: Document the plan for conducting the intervention.	•	•	•
Do: Document implementation of the intervention.	•	•	•
Study: Document what you learned from the study of your work to this point, including impact on secondary drivers.	•	•	•
Act: Document how you will improve the plan for the subsequent phase of your work based on the study and analysis of the intervention.	•	•	•