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FOR IMMEDIATE RELEASE: MAY 6, 2021

DRIVE-THRU COVID-19 VACCINE CLINIC NEWS, INTERVIEW and PHOTO OP\*



## Personalized outreach focuses on vulnerable members

## *Transportation, language assistance and vaccine education provided throughout the process*

- <u>WHAT</u>: COVID-19 vaccines for 200 members and employees in a safe, drive-thru setting; interview with UCare SVP and Chief Medical Officer Julia Joseph-Di Caprio, MD
- **WHY:** Now that Minnesota has enough vaccine quantity to meet demand, many adults have had an opportunity to be vaccinated or schedule appointments. Yet barriers remain difficulties with scheduling (especially online), lack of transportation, language needs, cultural distrust and low confidence in vaccine safety. These barriers affect some of UCare's most vulnerable older, low-income members in our Medicaid-eligible Minnesota Senior Health Options and Minnesota Senior Care Plus plans, as well as Special Needs Plans for individuals with disabilities.

In response, <u>UCare</u> is offering vulnerable members safe and accessible drive-thru COVID-19 Moderna vaccines (administered by Hennepin Healthcare) from the safety of a vehicle at its headquarters in NE Minneapolis.

UCare's team of engagement specialists and Community Health Workers scheduled appointments, provided language assistance and arranged transportation. The team includes Hmong, Somali and Spanish speakers, and Black/African American community members. Scheduling was followed up with a mailed confirmation, map and vaccine information form to complete beforehand. If unable to attend, UCare members are scheduled for a vaccine with other community providers. Drawing from established information sources, the team educates members who lack confidence in the vaccines and answers questions about the safety, side effects and immunity-building mechanism of the vaccines.

## WHERE: UCare offices, 600 Stinson Boulevard NE, Minneapolis 55413

<u>WHEN</u>: Friday – Saturday, May 7 – 8, 9 am – 3 pm (first dose) Saturday – Sunday, June 5 – 6, 9 am – 3 pm (second dose) \* SPECIAL NOTE – Privacy law prohibits UCare from allowing media to photograph or film UCare members, member-identifying items (such as cars) or other Protected Health Information (PHI) without their prior written legal permission. You may photograph or film the event before 9 am or after 3 pm.

## About UCare

**UCare** (<u>www.ucare.org</u>) is an independent, nonprofit health plan providing health care and administrative services to more than 550,000 members in Minnesota and western Wisconsin. UCare partners with health care providers, counties and community organizations to create and deliver innovative Medicare and Medicaid programs, and plans for Minnesotans shopping on MNSure.

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