AmeriHealth Caritas North Carolina

Provider GUIDANCE

CARE IS THE HEART OF OUR WORK

November 12, 2026

# Help Patients Make Informed Vaccination Decisions

Providers play an important role in protecting patients from influenza. A clear recommendation from a trusted care team can help patients feel confident about getting vaccinated. As flu and respiratory virus season continues, vaccine guidance may vary and cause confusion. We encourage members to discuss any questions or concerns they may have with you, their primary care provider, so you can help them decide what's right for them. Some members may face barriers to getting vaccinated. Please remind them that:

- There is no cost to receive these vaccines.
- Translation and interpreter services are available to support patients in their preferred language.

Your recommendation matters and is one of the strongest influences on a member's decision to get vaccinated. Please take a moment to discuss the benefits of flu and RSV vaccines during this flu season. For current information, visit www.cdc.gov/vaccines or www.cdc.gov/acip.

Thank you for your continued efforts to keep our communities healthy.

### Use communication strategies that build trust

ACNC's *Communicating With Black and African American Patients To Promote Vaccine Adherence* toolkit includes information about barriers to care and practical strategies for supporting vaccine acceptance and adherence among Black and African American patients. Research indicates that negative health care experiences may affect trust in vaccine recommendations.[1]

**Help eligible members access vaccines at pharmacies**

Routine and seasonal vaccines may be administered by immunizing pharmacists at point-of-sale pharmacies for eligible members. Visit the North Carolina Medicaid Division of Health Benefits website for the current list of covered vaccines available at local pharmacies.

If you have any questions, please contact please contact your Provider Account Executive or the Provider Services department at **1-888-738-0004**.

[1] Martha Hostetter and Sarah Klein, "Understanding and Ameliorating Medical Mistrust Among Black Americans," The Commonwealth Fund, January 14, 2021, http://www.commonwealthfund.org/publications/newsletter-article/2021/jan/medical-mistrust-among-black-americans, accessed September 17, 2025.

Visit the NaviNet Provider Portal for claim submissions, claim status inquiry and resources for providers.