



1. WHAT CAN I RELAY TO MY CLIENTS WHO ARE CONVIVA CARE CENTER PATIENTS ABOUT WHEN THEY WILL BE ABLE TO GET THE COVID-19 VACCINE FROM THEIR PROVIDER?

We strongly encourage all Conviva patients to receive the COVID-19 vaccine when available. We continue to work closely with health and state officials to secure vaccines for our patients, however, COVID-19 vaccines continue to be in extremely limited supply and we are unable to predict when they will be available to our patients through our Centers. Once we do receive vaccine supplies, we will schedule appointments based on the number of vaccines received in each shipment in accordance with federal and state prioritization guidelines. In the meantime, it is important for patients to continue to protect themselves before and after being vaccinated by following CDC guidelines. They should cover their mouth and nose with a mask when around others, avoid close contact with people who are sick, stay 6 feet away from others, avoid crowds, and wash their hands often.

2. HOW WILL CONVIVA CARE CENTERS PRIORITIZE VACCINATION FOR THEIR PATIENTS ONCE THE VACCINE BECOMES AVAILABLE TO THEM?

Due to limited supplies, the CDC recommends giving the COVID-19 vaccine in phases, which may overlap. Initially, the CDC recommended that healthcare workers and residents of nursing homes and other long-term care facilities, be the first groups to receive vaccines. Currently, the CDC has updated the recommendation on who should get vaccinated first to include frontline essential workers, people aged 75 or older, people 65–74 with underlying health risks and other essential workers. It is important to note that states are developing their own prioritization plans based on the CDC's recommendations, so eligible groups may vary somewhat from state to state. Conviva Care Centers will be following each respective state's guidelines.

For updates about your state's COVID-19 vaccine guidelines, visit:

- The Florida Department of Health <https://floridahealthcovid19.gov>.
- The Texas Department of State Health Services <https://www.dshs.texas.gov>.

3. WHAT IF MY CLIENT CAN GET THE VACCINE AT ANOTHER LOCATION OTHER THAN AT THEIR CONVIVA CARE CENTER?

If a patient can get the vaccine from another location authorized by their local Department of Health, please encourage them to do so. We recommend that all patients receive their second dose of the vaccine at the same location where they received their first dose. Patients should keep track of their two vaccine doses and communicate this update to their Conviva Care Center provider at their next visit.

As it is in our patient's best interest to get vaccinated as soon as possible, we urge them to seek an appointment at any state and locally authorized vaccination location in their area. If they have concerns due to their health status or a specific medical condition, they should consult with their doctor about whether the vaccine is appropriate for them, and the safest way to get it.

COVID-19 Vaccine Resources: Agent/Broker Frequently Asked Questions

The following are resources to help your clients find a vaccination site in their area:

FLORIDA: To find locally authorized vaccine sites or to pre-register for local vaccine appointment notifications, visit: <https://floridahealthcovid19.gov/vaccines/vaccine-locator> or www.MYVACCINE.fl.gov. Individuals can call and pre-register if they do not have Internet access. Please find the complete list of phone numbers by county here https://floridahealthcovid19.gov/wp-content/uploads/2021/01/FL-VACCINE-HOTLINES_1-29-21.pdf.

TEXAS: To find locally authorized vaccine sites, visit <https://www.dshs.texas.gov>. Individuals can call 2-1-1 to get information about local vaccine providers if they do not have internet access.

4. HOW WILL MY CLIENTS KNOW WHEN CONVIVA CARE CENTERS WILL BEGIN ADMINISTERING VACCINES IN MY MARKET?

Patients will be contacted by their Care Center to schedule an appointment once vaccines supplies are available to us. Due to the limited supply, we will likely get vaccines in batches and will schedule appointments based on the number of vaccines received in each shipment. Once we do receive vaccine supplies, we will schedule vaccination appointments in accordance with federal and state prioritization guidelines beginning with those most at risk.

5. WHAT ELSE CAN I TELL MY CLIENTS WHO ARE CONVIVA CARE CENTER PATIENTS?

You can reassure them that their Conviva Care Team is working diligently to ensure that all of our patients' healthcare needs are met at all times, including during this current global pandemic. Patients should continue keep up with their regularly scheduled medical appointments and contact their Conviva Care Team so we can provide guidance if they have any questions about their health related to COVID-19 or any other health concerns. We are available to support our patients 24/7 – during regular office hours or our on-call physicians are available after hours to assist with your client's health care needs by calling their center. We also offer same day appointments if a non-life-threatening, but urgent medical concern arises.

To ensure that your clients are getting the most accurate and up to date information about COVID-19 vaccines, please direct them to visit www.ConvivaVaccine.com or www.ConvivaVacuna.com, as well as www.CDC.gov.

Thank you for your partnership in serving our patients.

Your Conviva Agent Support Team



ConvivaCareCenters.com

