



COVID-19 Vaccine FAQs



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1. Who is eligible to receive the vaccine? When can I receive the vaccine?

The State has developed a phased approach to vaccine distribution as shown in the [timeline](#) on the Colorado Department of Public Health & Environment ([CDPHE website](#)). As of January 11, 2021, Governor Polis has recently prioritized those aged 70 and older to receive the COVID-19 vaccine within phase 1B at scheduled COVID-19 vaccine appointments.

Vaccines must be provided in compliance with the State's guidance according to the [timeline](#) on the Colorado Department of Public Health and Environment ([CDPHE website](#)). Please refer to the timeline to determine which phase of vaccine distribution applies to you.

2. How do I sign up to receive the vaccine?

The process of preparing to receive the COVID-19 may vary according to several factors, including vaccine availability, patient's eligibility, and/or patient's doctor's office vaccine administration.

- First, check which eligibility phase applies to you according to the [timeline](#) on the Colorado Department of Public Health & Environment ([CDPHE website](#)).
- Call your general practitioner's office regarding questions about their vaccine administration processes to determine if you will be able to receive the vaccine during the applicable distribution phase.
- Call your insurance provider regarding questions about vaccine administration processes to determine how and where you may be able to receive the vaccine during the applicable distribution phase.

Anthem - Dedicated Customer Service: 1-800-735-6072 or visit [Anthem.com/coronavirus/](https://www.anthem.com/coronavirus/)

CVS Caremark (CVS administers pharmacy benefits for all Anthem CU Health Plans) - Contact CVS Caremark's dedicated CU Health Plan Customer Care team at **1-888-964-0121**, available 24 hours a day, seven days a week, 365 days a year.

Kaiser - Due to high interest in the COVID-19 vaccines, Kaiser's Appointment and Advice Contact Center is experiencing very high call volumes and long wait times. Vaccine-eligible members are strongly encouraged to use the e-visit at [KP.org/covidvaccine](https://kp.org/covidvaccine) or the automated phone line (**1-844-951-1932**) to register for the vaccine.

3. Do I have to pay for the COVID-19 vaccine?

All eligible individuals (members and non-members) may receive a COVID-19 vaccination from providers offering the vaccination on behalf of the State of Colorado at NO COST. Vaccine doses purchased with taxpayer dollars are required by the federal government to be given at no cost. Insured and uninsured patients who receive the vaccine will not have any out-of-pocket cost.

4. I've already had COVID-19. Will I still need to get the vaccine?

Yes. The recommendation from the CDC is that people who have previously been infected and recovered should get vaccinated since immunity from vaccines will last longer. However, if you have active COVID-19 symptoms, you should delay getting the vaccine until you've recovered and met criteria for ending isolation.

5. Can my spouse or family members receive the vaccine?

Yes. Vaccines must be provided in compliance with the State's guidance according to the [timeline](#) on the Colorado Department of Public Health and Environment ([CDPHE](#)) [website](#). Please refer to the timeline to determine which phase of vaccine distribution applies to you.

6. If I receive the vaccine, can I stop wearing a mask?

No. It will be important for everyone to keep using all available methods to help reduce the spread of COVID-19. These include covering your mouth and nose with a mask, washing your hands often, and staying at least 6 feet away from others.

7. How can I get the most up-to-date information on the COVID-19 vaccine?

CU Health Plan Members and non-members can access COVID-19 information specifically for Coloradans at covid19.colorado.gov. This website includes the [statewide vaccine provider map](#), which is updated every Wednesday with locations that have received vaccine shipments within the past two weeks. While vaccine supplies are limited, providers on this map may or may not have vaccine or appointments currently available. Please call for information before visiting.

Another useful tool available to CU Health Plan members and non-members is PlanYourVaccine.com

Anthem *(CU Health Plans: Exclusive, Extended, High Deductible, Medicare)*

Anthem.com/coronavirus/

[Three things to know about the COVID-19 vaccine](#)

CVS Caremark *(administers pharmacy benefits for all Anthem CU Health Plans: Exclusive, Extended, High Deductible, Medicare)*

Caremark.com/covid19

[CVS COVID-19 Member Webinar Update](#)

Kaiser

For more questions and answers on the COVID-19 vaccine, visit KP.org/covidvaccine. Or call the Kaiser national COVID-19 vaccine hotline at 1-855-550-0951. The hotline is available 24/7 (in English and Spanish) and will provide the latest vaccine information.

Additional Kaiser resources:

KP.org/covidvaccine

[Kaiser Permanente process for signing up for the COVID-19 vaccine](#)

[COVID-19 Vaccine](#)

[COVID-19 Vaccine Q&A](#)

[What to expect when you get your COVID-19 vaccine](#)