



Frequently asked questions about COVID-19 vaccines

Vaccines are an important tool to help communities fight the spread of COVID-19 and help people stay healthy. However, widespread availability of a vaccine likely will not occur for many months. Therefore, it is critically important to continue following the advice of health professionals in order to minimize the chances of catching or spreading the disease. According to the Centers for Disease Control and Prevention (CDC), wearing masks, practicing social distancing and washing your hands remain the best protections against the virus.

1. Is there a vaccine for COVID-19?

Yes. There are currently two authorized COVID-19 vaccines. Vaccines from Pfizer-BioNTech and Moderna have both received Emergency Use Authorization (EUA) in the United States, meaning that they can be made available to the public during the pandemic. There are three other COVID-19 vaccines in earlier stages of development in the United States.

2. When will a vaccine be widely available?

According to the CDC, “There will be a limited supply of COVID-19 vaccines in December 2020, but supply will continually increase in the weeks and months that follow. The goal is for everyone to be able to easily get a COVID-19 vaccination as soon as large quantities are available.”



3. When will I be able to get the vaccine?


Because there will be a limited supply initially, the CDC has recommended that healthcare workers who are most at risk of contracting COVID-19, and residents of nursing homes and other long-term care facilities, be the first groups to receive vaccines. The CDC is expected to give recommendations soon about the next groups that will be prioritized for vaccine access. In general, we expect that priority will be given to the most vulnerable—including essential workers and those who fall into high-risk categories due to age or underlying conditions. Younger and healthier groups will likely be eligible to get the vaccine following those with higher priority. 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.

For the latest information about COVID-19 vaccines, visit www.cdc.gov 


4. Where will I be able to get the vaccine once it becomes available for me?

At this time, the specific locations where you will be able to receive the vaccine are still uncertain. However, according to the CDC, “The plan is to have several thousand vaccination providers available, including doctors’ offices, retail pharmacies, hospitals, and federally qualified health centers.”

5. Is the vaccine safe?

According to the CDC, “The U.S. vaccine safety system ensures that all vaccines are as safe as possible. Visit www.cdc.gov  to learn how federal partners are working together to ensure the safety of COVID-19 vaccines.”

6. Are there any side effects?

To see the latest from the CDC on what to expect after getting a COVID-19 vaccine, visit <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/expect/after.html> 

7. How is it administered? How many doses will I need?

The COVID-19 vaccines will be delivered via injection. Most will require two doses to be effective, including the two vaccines that recently received Emergency Use Authorization. The Pfizer-BioNTech vaccine will require two shots, administered about 21 days apart. The Moderna vaccine will require two shots, administered about 28 days apart.

8. What if I am high risk or have a specific medical condition?

If you have concerns due to your health status or a specific medical condition, consult with your doctor about whether the vaccine is appropriate for you and the safest way to get it.

If you have an underlying or chronic medical condition, make sure you are in communication with your doctor during this pandemic. Getting these conditions well-managed—by staying on top of your preventive and regular medical care—will help to manage your health risk during this pandemic. This is one of the best ways to protect yourself while awaiting the availability of the vaccine.



9. Will Humana cover the cost of the vaccine?

Yes. All FDA-authorized COVID-19 vaccines will be covered at no additional cost for Humana members during the public health emergency. Coverage applies no matter where you get the vaccine—including at both in-network and out-of-network providers. It also covers instances in which 2 vaccine doses are required.

10. For the latest information about COVID-19 vaccines, visit www.cdc.gov

Limitations on telehealth services, also referred to as virtual visits or telemedicine, vary by state. These services are not a substitute for emergency care and are not intended to replace your primary care provider or other providers in your network. Any descriptions of when to use telehealth services are for informational purposes only and should not be construed as medical advice. Please refer to your evidence of coverage for additional details on what your plan may cover or other rules that may apply.

This material is provided for informational use only and should not be construed as medical advice or used in place of consulting a licensed medical professional. You should consult your doctor to determine what is right for you. If you are in a life-threatening or emergency medical situation, please dial 9-1-1 and seek medical attention immediately.

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- You may file a complaint, also known as a grievance:
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618
If you need help filing a grievance, call **1-877-320-1235** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the **U.S. Department of Health and Human Services**, Office for Civil Rights electronically through their Complaint Portal, available at <https://ocrportal.hhs.gov/ocrportal/lobby.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019**, **800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.
- **California residents:** You may also call California Department of Insurance toll-free hotline number: **1-800-927-HELP (4357)**, to file a grievance.

Auxiliary aids and services, free of charge, are available to you. 1-877-320-1235 (TTY: 711)

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

Language assistance services, free of charge, are available to you. 1-877-320-1235 (TTY: 711)

Español (Spanish): Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística.

繁體中文 (Chinese): 撥打上面的電話號碼即可獲得免費語言援助服務。

Tiếng Việt (Vietnamese): Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí.

한국어 (Korean): 무료 언어 지원 서비스를 받으려면 위의 번호로 전화하십시오.

Tagalog (Tagalog – Filipino): Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

Русский (Russian): Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

Kreyòl Ayisyen (French Creole): Rele nimewo ki pi wo la a, pou resevwa sèvis èd pou lang ki gratis.

Français (French): Appelez le numéro ci-dessus pour recevoir gratuitement des services d'aide linguistique.

Polski (Polish): Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

Português (Portuguese): Ligue para o número acima indicado para receber serviços linguísticos, grátis.

Italiano (Italian): Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

Deutsch (German): Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

日本語 (Japanese): 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

فارسی (Farsi)

برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

Diné Bizaad (Navajo): Wóda'í béésh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá' jiik'éh saad bee áká'ánída'áwo'déé' níká'adoowoł.

العربية (Arabic)

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك

GCHJV5REN 0220