

# COVID-19 Vaccine FAQs

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At Passport Health Plan by Molina Healthcare, we care about you and your health. That's why we are sending you this important information from our COVID-19 Vaccine Taskforce. This Taskforce is a group of doctors, nurses, pharmacists, and health care leaders. They monitor guidance from top federal and state agencies. We want to make sure you have all of the facts and information so that you can decide what is right for you and your loved ones.

If you have any questions about this information, or if you would like help scheduling your COVID-19 vaccine, please call our Member Services. We are here to help Monday through Friday, 7 a.m. – 7 p.m. EST, at **(800) 578-0603** (TTY: 711). You can also call Kentucky's COVID-19 vaccine hotline at **(855) 598-2246**. TTY: (855) 326-4654.

**Q: Is the COVID-19 vaccine safe?**

A: Yes, the vaccine is safe. The Food and Drug Administration (FDA) has a process for ensuring that all vaccines are safe before they can be used in the United States. This process includes clinical trials and approval for both safety and effectiveness. All vaccines made available have undergone clinical trials and approval for both safety and effectiveness.

**Q: Is the COVID-19 vaccine experimental?**

A: No. Before FDA approval, COVID-19 vaccines were studied in clinical trials with over 100,000 participants representing many races, ethnicities, and nationalities.

**Q: Where can I get a vaccine?**

A: Visit [vaccine.ky.gov](https://vaccine.ky.gov) or call **(855) 598-2246** (TTY: (855) 326-4645) 8 a.m. – 7 p.m. EST, Monday through Friday.

**Q: What if I need assistance with scheduling an appointment online?**

A: Passport cannot guarantee an appointment, however if you need assistance please call (800) 578-0603 (TTY: 711), from 7 a.m. – 7 p.m. EST.

**Q: How much does the vaccine cost?**

A: There is no cost for the COVID-19 vaccine.

**Q: How can I get transportation to get a vaccine?**

A: If you need help finding a ride to get your vaccine, please call us. Kentucky Medicaid will cover transportation to your local vaccine site. Passport's Member Services is here to help at (800) 578-0603 (TTY: 711), 7 a.m. – 7 p.m. EST, Monday through Friday.

**Q: How many doses of a COVID-19 vaccine are needed?**

A: Talk with the provider who gives you the vaccine about how many doses you need. After you get your first shot, you will get a COVID-19 vaccination record card. This will tell you the vaccine manufacturer, lot number and date you receive your shot(s). Make sure to keep this card for your personal records.



**Q: What are the side effects of a COVID-19 vaccine? What should I do if I have side effects?**

A: This vaccine is safe. Safety and effectiveness are evaluated during the FDA's review and approval process. You may have some side effects. These are normal signs that your body is building protection. The most common side effects are pain and swelling in the arm where you received the shot. In addition, you may have fever, chills, tiredness, and headache. Most side effects are generally mild and last a few days. If you are concerned about side effects or experience symptoms for more than a few days, contact your PCP.

**Q: Can I get sick with COVID-19 from the vaccine?**

A: No. There is no live COVID-19 virus in any vaccine currently available. There is no risk of being infected as a direct result of getting the vaccine. You may have some side effects. These are normal signs that your body is building protection. The most common side effects are pain and swelling in the arm where you received the shot. In addition, you may have fever, chills, tiredness, and headache. Most side effects are generally mild and last a few days.

**Q: I already had COVID-19 and recovered. Do I still need to get a vaccine?**

A: Yes. Due to the severe health risks associated with COVID-19 and the possibility of reinfection, you should be vaccinated even if you have had COVID-19. This is because experts don't yet know how long you are protected from getting sick again after recovering from COVID-19.

If you have COVID-19 you should wait to get vaccinated until you are no longer sick and are not in isolation. Talk to your doctor if you have more questions about getting a COVID-19 vaccine.

**Q: Can children get the vaccine?**

A: Yes. Children ages <12+> can get the <Pfizer> vaccine.

**Q: I am pregnant. Is it safe for me to get the vaccine?**

A: Yes. A recent study shows that pregnant and lactating women who get a COVID-19 vaccine may pass protective antibodies to their baby.

**Q: If I have questions, who can I talk to?**

A: If you need assistance please call Member Services at (800) 578-0603 (TTY 711), from 7 a.m. to 7 p.m. EST. You can also learn more at [www.passporthealthplan.com](http://www.passporthealthplan.com) or [www.kycovid19.ky.gov](http://www.kycovid19.ky.gov). You can also call Kentucky's COVID-19 vaccine hotline at (855) 598-2246. TTY: (855) 326-4654.

**Resources:**

[https://chfs.ky.gov/agencies/dph/covid19/Vaxx\\_MythsvsFacts.pdf](https://chfs.ky.gov/agencies/dph/covid19/Vaxx_MythsvsFacts.pdf)

<https://www.cdc.gov/coronavirus/2019-ncov/vaccines/faq.html>

<https://www.cdc.gov/vaccines/acip/meetings/slides-2020-12.html>

<https://www.pfizer.com/science/coronavirus/vaccine>

[https://www.modernatx.com/sites/default/files/content\\_documents/mRNA-1273-Update-11-16-20-Final.pdf](https://www.modernatx.com/sites/default/files/content_documents/mRNA-1273-Update-11-16-20-Final.pdf)

<https://www.fda.gov/media/144413/download>

<https://www.fda.gov/media/144637/download>