



## Frequently Asked Questions about the COVID-19 Vaccine

For the most up-to-date information about how and when you can receive your COVID-19 vaccine, visit [mibluccrosscomplete.com/covid-19](https://mibluccrosscomplete.com/covid-19). For specific health and safety information, talk to your doctor. Or, visit [michigan.gov/covidvaccine](https://michigan.gov/covidvaccine) or [cdc.gov/coronavirus](https://cdc.gov/coronavirus).

### How much does a COVID-19 vaccine cost?

When it becomes available, you can receive a vaccine at no cost to you.

### When will a COVID-19 vaccine be available?

According to the Centers for Disease Control and Prevention, there is a limited supply available of each vaccine currently authorized for emergency use. More vaccine doses will become available during the coming months as the supply increases.<sup>1</sup>

You can visit the state public health website at [michigan.gov/covidvaccine](https://michigan.gov/covidvaccine) for the most up-to-date information. Also, some local information may be different from state plans, so be sure to check your local county public health website. As a note, the Food and Drug Administration has not currently authorized the use of a COVID-19 vaccine for children ages 15 and younger.<sup>2</sup>

### I'm pregnant. Should I get a vaccine?

Talk with your doctor about this decision when a vaccine is available for you.<sup>3</sup>

### Where can I get a COVID-19 vaccine?

Where you can get a vaccine will vary by community. Not everyone is eligible to get a vaccine at this time. Talk with your doctor and/or pharmacist about getting vaccinated if you're eligible and choose to get it. You can also visit your state public health website at [michigan.gov/covidvaccine](https://michigan.gov/covidvaccine) for the most up-to-date information. Also, some local information may be different from state plans, so be sure to check your local county public health website.

### I don't have a doctor. How do I get a vaccine?

We can help you connect with a doctor. Or, you can contact the state public health department at [michigan.gov/covidvaccine](https://michigan.gov/covidvaccine) for the most up-to-date information. Also, some local information may be different from state plans, so be sure to check your local county public health website.



### **Will vaccination sites have interpreters or translated materials?**

The available services may vary by site. Once you know you're eligible for vaccination and where you can be vaccinated, contact that site for more information on their services. Or, you can get interpretation services through Blue Cross Complete at no cost to you by calling Customer Service at **1-800-228-8554**, 24 hours a day, seven days a week. TTY users should call **1-888-987-5832**.

### **Can I use the transportation service for my vaccine appointment?**

Members can use Blue Cross Complete's transportation service to get to and from your vaccine appointments at no cost. If you drive yourself or are driven by a friend or family member, you may be able to receive reimbursement for gas. For more information, visit [mibluccrosscomplete.com/transportation](https://mibluccrosscomplete.com/transportation).

### **Are there side effects to getting a COVID-19 vaccine?**

According to the CDC, individuals may have some side effects from getting a vaccine, but they should go away in a few days.<sup>1</sup> Connect with your health care provider and/or pharmacist for more information on vaccine side effects if you're eligible for vaccination. You can also learn more at [cdc.gov/coronavirus](https://cdc.gov/coronavirus).

### **Why are some COVID-19 vaccines given in one dose and some given in two doses?**

You can learn more about COVID-19 vaccines at [cdc.gov/coronavirus](https://cdc.gov/coronavirus).

### **If I've already gotten the flu shot, does that protect me from COVID-19?**

According to the CDC, getting a flu shot helps protect you from getting the flu. It doesn't protect you from COVID-19.<sup>4</sup>

### **Do I still need to wear a mask if I get a vaccine?**

The CDC recommends continuing to wear masks, practice social distancing, and wash your hands if you get vaccinated. This helps keep us all safe.

### **If I already had COVID-19 and recovered, do I still need to get a vaccine?**

According to the CDC, the recommendation is to get a vaccine even if you've had COVID-19 and recovered.<sup>5</sup> Talk with your health care provider and/or pharmacist about this decision when a vaccine is available for you.



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## Can getting a COVID-19 vaccine give you the coronavirus?

According to the CDC, you can't get COVID-19 from the vaccines that are currently authorized for emergency use.

## What's actually in a vaccine?

If you'd like more information on COVID-19 vaccines, visit [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus).

## If I get a vaccine, does everyone in my household have to get it?

At this time, no one is required to get a vaccine. And not everyone will be eligible in the early phases of vaccine distribution. Talk with your health care provider and/or pharmacist about getting vaccinated if you choose to get it. You can also visit your state public health website at [michigan.gov/covidvaccine](https://www.michigan.gov/covidvaccine) for the most up-to-date information. Also, some local information may be different from state plans, so be sure to check your local county public health website.

## What if I have other medical questions about the vaccines and how they work?

You can contact your health care provider and/or pharmacist for more information. You can also visit your state public health website at [michigan.gov/covidvaccine](https://www.michigan.gov/covidvaccine) for the most up-to-date information. Also, some local information may be different from state plans, so be sure to check your local county public health website at. Or you can visit [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus). Check each site often to get the latest information.

## Who shouldn't get a vaccine?

Check with your health care provider and/or pharmacist.

### Sources:

1. "8 Things to Know About the U.S. COVID-19 Vaccination Program," CDC, <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/8-things.html>.
2. "FDA Takes Key Action in Fight Against COVID-19 by Issuing Emergency Use Authorization for First COVID-19 Vaccine," U.S. Food and Drug Administration, <https://www.fda.gov/news-events/press-announcements/fda-takes-key-action-fight-against-covid-19-issuing-emergency-use-authorization-first-covid-19>.
3. "Vaccination Considerations for People Who Are Pregnant or Breastfeeding," CDC, <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/recommendations/pregnancy.html>.
4. "What Are the Benefits of Flu Vaccination?" CDC, <https://www.cdc.gov/flu/prevent/vaccine-benefits.htm>.
5. "Facts About COVID-19 Vaccines," CDC, [https://www.cdc.gov/coronavirus/2019-ncov/vaccines/facts.html?CDC\\_AA\\_refVal=https%3A%2F%2F](https://www.cdc.gov/coronavirus/2019-ncov/vaccines/facts.html?CDC_AA_refVal=https%3A%2F%2F)



## Nondiscrimination Notice and Language Services

### Discrimination is against the law

Blue Cross Complete of Michigan complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Blue Cross Complete of Michigan does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Blue Cross Complete of Michigan:

- Provides free (no cost) aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Information in other formats (large print, audio, accessible electronic formats)
- Provides free (no cost) language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Blue Cross Complete of Michigan Customer Service, 24 hours a day, 7 days a week at **1-800-228-8554** (TDD/TTY: **1-888-987-5832**).

If you believe that Blue Cross Complete of Michigan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

- **Blue Cross Complete of Michigan Member Grievances**  
P.O. Box 41789  
North Charleston, SC 29423  
**1-800-228-8554**  
(TDD/TTY: **1-888-987-5832**)
- If you need help filing a grievance, Blue Cross Complete of Michigan Customer Service is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, through the Office for Civil Rights Complaint Portal available at [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf), by mail or phone at:

### U.S. Department of Health and Human Services

200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
**1-800-368-1019**  
(TDD/TTY: **1-800-537-7697**)

Complaint forms are available at:  
[hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html).

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