

# DELIVERY NETWORK (WELLMAX AND PASTEUR)

## VACCINATION FAQ

### General Vaccinations at Wellmax/Pasteur

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#### **When will COVID-19 vaccinations be available at Wellmax/Pasteur locations? And how many doses will we have?**

We are in contact with public health officials regarding COVID-19 vaccine distribution, timing, and how many doses we will receive. Additional details will be communicated soon when we have the information.

#### **Which locations will administer the COVID-19 vaccine?**

When available, we will administer the COVID-19 vaccine at nine locations.

#### **Wellmax:**

- **Wellmax Hiatus:** 1500 S. Hiatus Road Pembroke Pines, FL 33025
- **Wellmax Marlins Park:** 1422 NW 7th Street Miami, FL 33125
- **Wellmax Medical Center Cutler Ridge:** 11510 Quail Roost Drive Miami, FL 33157
- **Wellmax Medical Center West Palm Beach-Cresthaven:** 2601 S. Military Trail West Palm Beach, FL 33415
- **Wellmax Medical Center Miami Lakes:** 6504 NW 186th Street Hialeah, FL 33015

#### **Pasteur:**

- **Pasteur Hialeah:** 4578 W. 12th Avenue Hialeah, FL 33012
- **Pasteur Westchester:** 9796 SW 24th Street Miami, FL 33165
- **Pasteur Kendall:** 14736 North Kendall Drive Miami, FL 33196
- **Pasteur Miami:** 3713 NW 7th Street Miami, FL 33126

Current patients should call their medical center to make a vaccination appointment. Non-patients should call **888-902-0611 TTY:711** to schedule an appointment.





**If I receive a COVID-19 vaccine at one of the nine locations, can I receive my second dose at one of the other eight above locations?**

We encourage individuals to receive both vaccination shots at the same Wellmax/Pasteur center.

**Which COVID-19 vaccine will you administer?**

We are preparing to administer any of the authorized vaccines including the Pfizer-BioNTech, Moderna and Johnson & Johnson vaccines.

**Is one COVID-19 vaccine more effective than the other?**

All of the authorized COVID-19 vaccines reduce the risk of getting severe symptomatic COVID-19 infection and have comparable safety profiles. The best vaccine to receive is the one that is available to you.

**How long does it take for the COVID-19 vaccine to take effect?**

According to the [Centers for Disease Control](#), it typically takes a few weeks after the second dose for the body to build immunity after vaccination.

**Are you only administering the COVID-19 vaccine to current patients of Wellmax/Pasteur or will non-patients have access?**

After we receive FDA-authorized vaccines, we will administer COVID-19 vaccinations first to Wellmax/Pasteur patients. After that, Wellmax/Pasteur is committed to serving our target patient population while adhering to state and local requirements for administration.

**How does someone schedule an appointment to get a COVID-19 vaccination? Who do I contact if I need to reschedule my second appointment?**

Current patients should call their medical center to make a COVID-19 vaccination appointment. Non-patients should call **888-902-0611 TTY:711** to schedule an appointment.

**Will you have specific times for COVID-19 vaccination appointments?**

We are currently working on establishing when vaccination appointments will occur and will communicate that information when it's available.

**If I was not able to get an appointment, is there a waitlist?**

We are not maintaining a waitlist. If you were not able to obtain an appointment, we ask that you continue to call to see if there are appointments available at **888-902-0611 TTY:711**.

**Can I make an appointment for someone else (caretaker, etc.)?**

Similar to other healthcare appointments, individuals can have caregivers, loved ones, etc. help them make a vaccination appointment. The individual helping you may be asked for information, like date of birth, to schedule the appointment.

**If I develop side effects, possibly from the COVID-19 vaccine, who should I call?**

When you receive a vaccine, you will also receive counseling about possible side effects. Most symptoms are mild (for example: pain or swelling at the injection site). If your symptoms are severe or persist beyond one to two days, you should call your primary care provider. If the issue is acute or an emergency, you should call 9-1-1.

**Can I get vaccinated if I don't feel well?**

There is no evidence that acute illness reduces vaccine efficacy or increases vaccine adverse events. However, as a precaution, all vaccines should be delayed until the illness has improved. Mild illnesses (e.g., upper respiratory infections, diarrhea) are NOT contraindications to vaccination. We will not withhold vaccination if a person is taking antibiotics. For more information about general recommendations on immunizations, check the Centers for Disease Control and Prevention's (CDC) [website](#).

### **Can I get vaccinated if I have allergies?**

Allergic reactions, including severe allergic reactions, not related to vaccines or injectable therapies (e.g., food, pet, venom, environmental, or latex allergies; oral medications) are not a contraindication or precaution to vaccination with currently authorized COVID-19 vaccines.

If you have had an immediate allergic reaction — even if it was not severe — to a vaccine or injectable therapy for another disease, ask your doctor if you should get a COVID-19 vaccine. Your doctor will help you decide if it is safe for you to get vaccinated.

However, individuals who have had severe allergic reactions to something, regardless of cause, should be observed for 30 minutes after vaccination. All other persons should be observed for 15 minutes.

More information about COVID-19 vaccinations and possible allergies can be found on the CDC's [website](#).

### **Are we required to get the COVID-19 vaccine to continue to be seen at Wellmax/Pasteur and to use its facilities?**

We encourage our patients to get the COVID-19 vaccine, just as we encourage other vaccinations. However, you do not need to get the COVID-19 vaccine to be seen at Wellmax/Pasteur or use our facilities.

### **Will you keep a record of those who received the COVID-19 vaccine?**

For people receiving two-dose vaccines, we will keep records of COVID-19 vaccinations to ensure people who received the first dose get the same vaccine when returning for the second dose.

We will also follow any local, state, and federal guidelines when it comes to reporting vaccination records.

### **Will I receive a card, or other document, stating I received the COVID-19 vaccination?**

Yes, you will receive documentation that you received the COVID-19 vaccination.

### **If I have underlying conditions, do I have priority to receive the COVID-19 vaccine?**

Florida is taking a [phased approach](#) to the administration of vaccines to residents.

We are in contact with public health officials regarding COVID-19 vaccine distribution, including how certain populations, like individuals with underlying conditions, should be prioritized.

### **If I had COVID-19, should I get the vaccine?**

Yes, you should get the COVID-19 vaccine to bolster the immune response.

### **Will I need to get additional COVID-19 vaccinations after receiving the two shots?**

It's not yet known how long immunity from vaccination lasts and whether booster shots will need to be administered.

### **Can I get COVID-19 after receiving the vaccine?**

No. The vaccine does not contain the virus that causes COVID-19. A large clinical trial showed that two doses of the COVID-19 vaccine significantly reduced the risk of getting severe symptomatic COVID-19 infection compared to placebo.

The Centers for Disease Control has a [COVID-19 website](#) to help answer consumers' questions about the vaccine.

## **Patients**

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### **Will patients have priority?**

We will administer COVID-19 vaccines to both patients and non-patients but will prioritize doses for patients.

### **Will transportation be provided?**

Yes. We will provide patients transportation to the clinic for vaccinations, as we do with other health-related appointments.

# General Vaccine Information: Current Vaccines

## Which vaccines for COVID-19 have been authorized by the FDA?

### 1. Pfizer-BioNTech COVID-19 vaccine

On Dec. 11, 2020, the FDA granted an Emergency Use Authorization for the COVID-19 vaccine produced by Pfizer/BioNTech for prevention of COVID-19 infection in people 16 years or older. The decision was based on a large clinical trial that showed that two doses of this vaccine significantly reduced the risk of getting mild to severe symptomatic COVID-19 infection compared to placebo.

The vaccine works well in both older and younger adults but is still being studied in children and adolescents under age 16.

The vaccine needs to be shipped and stored in ultra-cold conditions. Because supplies will be limited, federal and state governments have identified phases, which include healthcare workers and nursing home residents. As additional supply becomes available, vaccination will become available to others such as those at risk of severe disease and front-line essential workers.



### 2. Moderna COVID-19 vaccine

On Dec. 18, 2020, the FDA granted an Emergency Use Authorization for the COVID-19 vaccine produced by Moderna for prevention of COVID-19 infection in people 18 and older. The decision was based on a large clinical trial that showed two doses of this vaccine significantly reduced the risk of getting mild to severe symptomatic COVID-19 infection compared to placebo. The vaccine works well in both older and younger adults but is still being studied in those under age 18.

The vaccine needs to be shipped and stored in cold conditions. Because supplies will be limited, federal and state governments have identified phases, which include healthcare workers and nursing home residents. As additional supply becomes available, vaccination will become available to others such as those at risk of severe disease and front-line, essential workers.



### 3. Janssen/Johnson and Johnson COVID-19 vaccine

On Feb. 26, 2021, the FDA granted an Emergency Use Authorization for the COVID-19 vaccine produced by Janssen/Johnson & Johnson for prevention of COVID-19 infection in people 18 years or older.

The decision was based on a large clinical trial that showed a single dose of this vaccine significantly reduced the risk of getting moderate to severe symptomatic COVID-19 infection compared to placebo. The vaccine works well in both older and younger adults but is still being studied in those under age 18.

The vaccine can be stored at refrigerated temperatures for up to three months and frozen for up to two years.

There are other vaccines being studied and additional approvals are expected in 2021.



### **How is the Pfizer-BioNTech vaccine given and what are the side effects?**

The vaccine is given in two separate injections approximately 21 days apart. The most common side effects are injection site pain, fever, fatigue, headaches, chills, muscle, or joint pain. These side effects may be more pronounced after the second dose and can be treated with medication to reduce the fever or pain if needed.

### **How is the Moderna vaccine given and what are the side effects?**

The vaccine is given in two separate injections approximately 28 days apart. The most common side effects are injection site pain and swelling, fatigue, headache, muscle and joint pain, fever, chills, and nausea and vomiting. These side effects may be more pronounced after the second dose and can be treated with medication to reduce the fever or pain if needed.

### **How is the Janssen/Johnson & Johnson vaccine given and what are the side effects?**

The vaccine is given as a single injection. The most common side effects are injection site pain, headaches, fatigue, and muscle pain.

### **Will mRNA-based vaccines impact a person's DNA?**

No. The CDC explains how mRNA vaccines work and what they do and don't do [here](#). Both Pfizer-BioNTech and Moderna vaccines are messenger RNA, also known as mRNA vaccines.

### **Will those who take the Janssen/Johnson & Johnson, Pfizer-BioNTech COVID-19, or Moderna vaccine actually get COVID-19?**

No. The Janssen/Johnson & Johnson, Pfizer-BioNTech and Moderna COVID-19 vaccines do not contain the virus and can't give anyone COVID-19. The CDC has more information [here](#).

### **What guidance or guidelines exist for vaccines with two doses?**

The CDC has provided guidance regarding many aspects of vaccination for COVID-19.

- It is important to get the same vaccine for both doses whenever possible
- Go back to the same place the first dose was administered to get the second dose. This helps make sure that both doses of the same vaccine are delivered.

Make an appointment when possible for the second dose when receiving the first dose.

### **Do fully vaccinated people still need to follow COVID-19 guidelines on masks and social distancing?**

The CDC has developed guidance for fully vaccinated people that will continue to be updated. Please go [here](#) for the latest information.



# Finding a vaccine

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## How will COVID-19 vaccines be distributed?

The CDC has recommendations about how COVID-19 vaccines should be phased in for all populations, but each state will have the ability to make some decisions about the distribution of vaccines based on their own circumstances. State health departments have their own information. Here's a link that leads to the states' [plans](#) and to the [National Academy for State Health Policy](#).

The CDC is working closely with state, tribal, local, and territorial health departments to make sure vaccines are available to communities once large supplies are available. Several vaccines are in development and it is likely more than one will be approved, however, they may get approved at different times. Widespread availability will also depend upon manufacturing capacity.

## Who tracks general COVID-19 vaccine distribution by state?

Several sites are currently tracking, including [Anthem](#).

## How can patients find a COVID-19 vaccine in their state?

Patients can go to [this page](#) on the CDC web site and scroll down to the section entitled, "How Do I Get a Vaccine?" to find COVID-19 vaccines near them.

## What other locations, like retail pharmacies, will have access to COVID-19 vaccines?

On the right side there is a list of retail pharmacies that have partnered with HHS on Nov. 6 to provide access to vaccines when they become available. The list includes pharmacies across the nation, with approximately 60 percent of all US pharmacies to date.

Here is a [link](#) to the retail pharmacies that have partnered with the federal government to provide access to vaccines when they become available.

- Albertsons Companies, Inc. (Osco, Jewel-Osco, Albertsons, Albertsons Market, Safeway, Tom Thumb, Star Market, Shaws, Haggen, Acme, Randalls, Carrs, Market Street, United, Vons, Pavilions, Amigos, Lucky's, Pak n Save, Sav-On)
- Costco Wholesale Corp.
- CPESN USA, LLC
- CVS Pharmacy, Inc. (Long's)
- Good Neighbor Pharmacy and AmerisourceBergen Drug Corporation's PSAO, Elevate Provider
- Health Mart Systems, Inc.
- H-E-B, LP
- Hy-Vee, Inc.
- LeaderNET and Medicine Shoppe, Cardinal Health's PSAOs
- Managed Health Care Associates (MHA)
- Meijer Inc.
- Publix Super Markets, Inc.
- Retail Business Services, LLC (Food Lion, Giant Food, The Giant Company, Hannaford Bros Co, Stop & Shop)
- Rite Aid Corp.
- The Kroger Co. (Kroger, Harris Teeter, Fred Meyer, Frys, Ralphs, King Soopers, Smiths, City Market, Dillons, Marianos, Pick-n-Save, Copps, Metro Market)
- Topco Associates, LLC (Big-Y Pharmacy and Wellness Center, Brookshire's Pharmacy, Super One Pharmacy, FRESH by Brookshire's Pharmacy, Coborn's Pharmacy, Cash Wise Pharmacy, MarketPlace Pharmacy, Hartig Drug Company, King Kullen, Food City Pharmacy, Ingles Pharmacy, Raley's, Bel Air, Nob Hill Pharmacies, Save Mart Pharmacies, Lucky Pharmacies, SpartanNash, Price Chopper, Market 32, Tops Friendly Markets, ShopRite, Wegmans, Weis Markets, Acme Fresh Markets)
- Walgreens (Duane Reade)
- Walmart, Inc. (Sam's Club)
- Winn-Dixie Stores Inc. (Winn-Dixie, Harveys, Fresco Y Más)

# Vaccine Costs and Coverage

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## **Will patients have to pay for the COVID-19 vaccine?**

No. Under the CARES Act, there will be \$0 cost share for the COVID-19 vaccine and its administration during the national public health emergency regardless of whether patients get the vaccine from an in-network or out-of-network provider. This applies to all members of Anthem's health insurance plans and most self-insured plans.

## **Are COVID-19 vaccines covered under the medical or pharmacy benefit?**

Anthem health plans cover the COVID-19 vaccine under the medical or pharmacy benefit, depending on the site of administration. If the vaccine is administered by a pharmacy, it will be covered under the pharmacy benefit. If the vaccine is administered at a doctor's office or another clinical site of care, it will be covered under the medical benefit.

## **Will Anthem waive cost shares on treatments for potential complications from a COVID-19 vaccine?**

No, Anthem will not waive cost shares on treatments for potential complications from a COVID-19 vaccine.

## Vaccine safety

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### **How do I know the new COVID-19 vaccines are safe once available?**

Government and private companies are working together to develop safe and effective vaccines. Researchers are using past research on similar viruses and combining resources to reduce the time it historically has taken to research, develop, and produce vaccines.

Many thousands of people of varying ages, races, ethnicities, and different medical conditions have participated in the trials to see how effective and safe they are. The FDA and outside experts carefully review all of the clinical trial data when weighing approval of any new drug or vaccine.

When the FDA has approved a vaccine for emergency use, the FDA has determined that the benefits of a vaccine outweigh the risk.

### **Why should I get a COVID-19 vaccine once one is available for me specifically?**

A safe and effective vaccine will help reduce the chance that you get sick from COVID-19, and may help to reduce the spread of the virus, in turn, helping to conserve healthcare resources and help a return to more normal day-to-day activities, including work and school.

Many thousands of people of varying ages, races ethnicities, and different medical conditions have participated in the clinical trials to see how effective and safe COVID-19 vaccines are. Illness from this virus can be severe in some people, leading to hospitalization and potentially death. If you have questions or concerns about the COVID-19 vaccine, talk to your healthcare provider.

When the FDA has authorized a vaccine for emergency use, the FDA has determined that the benefits of a vaccine outweigh the risk.

### **Is it possible for people to transmit the virus even after they've been vaccinated for COVID-19?**

While the COVID-19 vaccine can eliminate symptoms in individuals, it's not yet clear that getting the vaccine will reduce someone's ability to still transmit an infection, even if they don't have symptoms.

Information on whether the vaccine can prevent asymptomatic COVID-19 infections and the ability to spread the infection may be available early next year. As it is possible to have COVID-19 without knowing it, to avoid giving it to others, vaccinated people should continue to wear a mask, wash their hands frequently and observe social distancing.

### **Will the COVID-19 vaccines protect against variants to the virus?**

The CDC is following that issue closely. To learn more, go [here](#).

### **Can people get the vaccine if they've already had COVID-19?**

Yes, people can get the vaccine if they've already had the infection. Because some evidence suggests that people previously infected can be re-infected, they may benefit from vaccination. For this reason, vaccination should be offered to people regardless of history of prior symptomatic or asymptomatic COVID-19 infection.

