

COVID-19 vaccine

Provider resource guide



April 2021



To our valued health care professionals

There is much information available about the COVID-19 vaccine — and also many questions.

With things continually changing, we are committed to helping you provide superior, holistic health care experiences for your Aetna® patients.

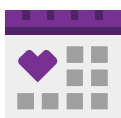
Our provider [COVID-19 resource center](#) on Aetna.com is designed to help keep you informed. It includes vaccine:

- FAQs
- Availability and eligibility for Aetna patients
- Resources for you and your office staff

It's important that your Aetna patients consult with you, their doctor. And that they follow CDC recommendations regarding the COVID-19 vaccines and testing.

The information you need

As part of our commitment to keeping you and your patients informed, we're providing you with this COVID-19 vaccine resource guide. It includes:



Provider information and resources

Education for you and your staff



Patient education and resources

Tools you can use to educate patients and answer their questions about the vaccines



What's new this month?

[March vaccine email update](#)

[Vaccine update video from Angela Meoli](#)

[New CDC vaccinated individuals' guidelines](#)

[Aetna.com member resources](#)

[COVID-19 vaccine hesitancy persists](#)

[Social campaign #onestep closer to a better tomorrow](#)



These resources are designed to give you and your patients the most up-to-date COVID-19 vaccine information.

Top 5 questions from providers

We're here to help answer them



1 Will there be any out-of-pocket costs for Aetna members that receive a COVID-19 vaccine?

No. Aetna members in Commercial and Medicaid plans will not have to pay out-of-pocket costs for a COVID-19 vaccine. For Medicare beneficiaries, CMS will cover the full cost of the vaccine, including those in Medicare Advantage plans.

2 What are the assigned codes for the vaccines?

Vaccine manufacturer		Pfizer	Moderna	Janssen (J&J)
Admin code	1 st dose	0001A	0011A	0031A (single dose)
	2 nd dose	0002A	0012A	

3 Which COVID-19 vaccines for Aetna members will have no out-of-pocket costs?

Pfizer, Moderna and Janssen (Johnson & Johnson) vaccines are currently FDA-authorized and will have no out-of-pocket cost to members.

- There will be no out-of-pocket costs for **ALL** vaccines that receive FDA Emergency Use Authorization.

4 Are there any requirements the member must meet for Aetna to cover their COVID-19 vaccination?

Yes: To be covered under Aetna, patients need to be in an Aetna Commercial or Medicaid plan. CMS has indicated it will pay for the cost of the vaccine for all Medicare beneficiaries, including those in Medicare Advantage plans.

- Aetna follows the guidance provided by the CDC and FDA regarding vaccine requirements.

5 Can Aetna help get the vaccines?

Our [State Resource](#) lookup tool has links to states' vaccine resources and availability.

- Visit [HHS.gov](https://www.hhs.gov) for the list of pharmacies participating with the federal government in the administration of the vaccine.
- Visit [CVS.com](https://www.cvs.com) for the latest CVS Pharmacy vaccine updates in your area.

Got more questions?

We've got more answers at
[Aetna.com/health-care-professionals/covid-faq/vaccines](https://www.aetna.com/health-care-professionals/covid-faq/vaccines)

Resources at your fingertips

Quick and easy ways for providers to access the most current information

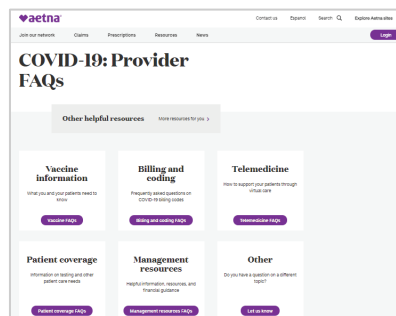


COVID-19 Vaccines: Provider Update



Watch this latest vaccine update video from **Angela Meoli**. See how we're supporting you, your Aetna patients and our communities.

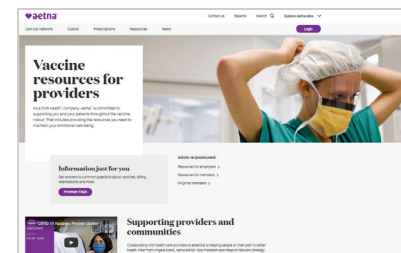
COVID-19 Provider FAQs



Answers to questions about:

- Vaccine information
- Billing and coding
- Patient coverage, and more

Resources for providers



Well-being support services:

- Phone support for [COVID-19-related trauma](#) for frontline health care workers
- Podcasts about topics such as grief, loss and self-care

More provider resources

CDC provider [COVID-19 Vaccination Toolkits](#)

Get audience-specific toolkits for:

- Building confidence about the vaccine with your staff
- Educating vaccine recipients
- Preparing staff, residents and families in long-term care facilities

CVS Health [COVID-19 resource center](#)

Get up-to-date information about:

- Vaccines and testing
- FAQs about how CVS Health can support you
- Learn about COVID-19 symptoms, what to do if you're sick, and more

Monthly email updates for providers



March 2021 - [Provider email link](#)

Resources for you and your patients:

- View our [provider vaccine resource guide](#)
- [Watch the latest vaccine update](#) to see how we're supporting you and your Aetna patients
- Learn about how we're increasing vaccine access for at-risk populations

Prior provider emails

February 2021 - [Provider email link](#)

Updates about the vaccine rollout:

- Increasing vaccine access
- Overcoming vaccine hesitancy

January 2021 - [Provider email link](#)

January vaccine news:

- Increasing vaccine adoption
- Covering vaccine costs

Don't miss out!

**Receive important
vaccine news
right away.**

Add or confirm your
email address
in **[Avality](#)**.



Patient vaccine resources

They can access vaccination info and learn more about COVID-19.



CVS Pharmacy® vaccine scheduling

Learn where the COVID-19 vaccine is now available at CVS Pharmacy®, by appointment only.

When you're eligible, schedule your first and second doses of the vaccine online. Check back for updates on additional locations as they become available.

Vaccine available in select CVS Pharmacy locations

Select the state or territory where you reside to determine eligibility and schedule an appointment.

Arkansas >	Massachusetts >
California >	New Jersey >
Colorado >	New York >
Connecticut >	Ohio >
Georgia >	Puerto Rico >
Hawaii >	Rhode Island >
Illinois >	South Carolina >
Indiana >	Texas >
Iowa >	Virginia >

● Available locations ● Unavailable locations

Your patients can find where the COVID-19 vaccine is currently available at CVS Pharmacy by visiting cvs.com/immunizations/covid-19-vaccine. They can select their state to determine eligibility and schedule an appointment.

Resources for members

Resources for members

Get answers to common questions for navigating the uncertain time.

Telemedicine
Talk with a doctor anytime by phone or video chat.
[Access information >](#)

What's covered
See how COVID-19 testing, the prescription delivery and more.
[View your extra benefits >](#)

Mental well-being
Access resources to help you manage your emotional health.
[Access mental health support >](#)

Additional resources you can trust

FAQs
[Vaccine FAQs >](#)
[COVID-19 FAQs >](#)

From CVS Health®
[A deeper dive on COVID-19 vaccine >](#)
[Latest COVID-19 resources >](#)

From the CDC
[Vaccine resources >](#)
[Information about COVID-19 vaccine and drug resources >](#)
[Learn about COVID-19 vaccine \(PDF\) >](#)

From the FDA
[COVID-19 vaccine information >](#)

By visiting [What you need to know about COVID-19](#), your patients can learn more about:

- Vaccine safety
- How to check on vaccine eligibility
- Where to get tested for COVID-19

State resources

COVID-19 resources in your state

Get vaccine news, testing info, updated case counts and more from your state's health department.

Other member resources More support for you >

Find state resources

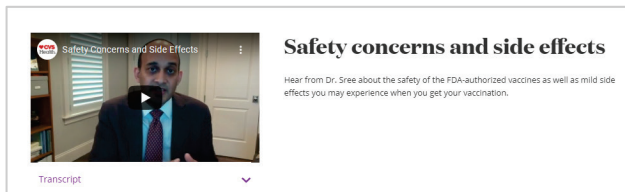
STATE
Select your state

Help patients locate their state resources with the [Aetna.com state look-up tool](#).

They'll find vaccine news, testing info, updated case counts and more from their state's health department.

Answering your patients' vaccine questions

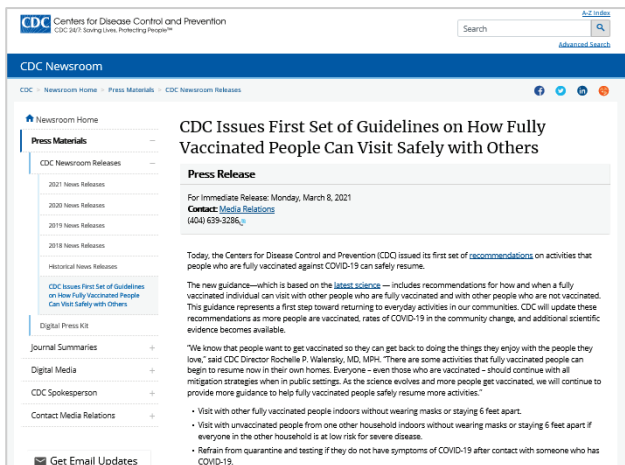
Easy access to resources to help you inform and reassure your patients



[Safety concerns and side effects](#)

In this video, Dr. Sree Chaguturu, Chief Medical Officer of CVS Caremark® addresses common vaccine safety concerns such as:

- The vaccine was made very quickly. Did this compromise safety?
- Should I be worried about having an allergic reaction?
- If I am vaccinated, can I spread the virus to others?



[Press release 3/8/21](#)

CDC issues guidelines for vaccinated individuals

The CDC has issued a press release with the [First Set of Guidelines on How Fully Vaccinated People Can Visit Safely with Others](#).

Some activities that fully vaccinated people can begin to resume now in their own homes, include:

- Visiting with other fully vaccinated people indoors without wearing masks or staying 6 feet apart.
- Visiting with unvaccinated people from one other household indoors without wearing masks or staying 6 feet apart if everyone in the other household is at low risk for severe disease.
- Refraining from quarantine and testing if they do not have symptoms of COVID-19 after contact with someone who has COVID-19.

Addressing your patients' vaccine hesitancy

Reassuring your patients that the vaccines are safe and effective



[COVID-19 vaccine hesitancy persists. Why?](#)

Widespread vaccinations offer the best hope for ending the pandemic ... but many Americans are hesitant to get vaccinated.

38% of Americans want to get vaccinated as soon as possible:

- 54% say a vaccine is important “for life to return to normal”
- 36% say COVID-19 is worse than possible side effects
- 31% say health care workers have gotten the vaccine safely

24% of Americans say they will not get vaccinated:

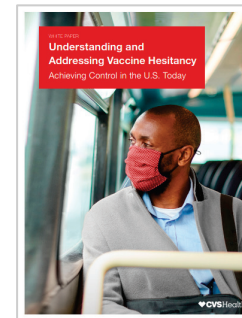
- 44% have concerns about vaccine safety and potential side effects
- 30% don’t “like the idea of people being used as an experimental group”
- 20% do not believe that vaccines work against COVID-19



[Shifting Trends in Vaccine Hesitancy](#)

Survey shows top reasons for vaccine hesitancy:

- Safety, efficacy and adverse side effects
- Politicization of the pandemic
- Hesitancy varied among different demographic, racial, and ethnic groups
- Lack of awareness that there is no cost for the vaccine



[Understanding and Addressing Vaccine Hesitancy](#)

CVS Health is addressing vaccine hesitancy and access by:

- Doing surveys and focus groups to learn about community concerns
- Partnering with influencers to amplify targeted messaging on the safety and benefits of the vaccine
- Providing convenient access to vaccination services

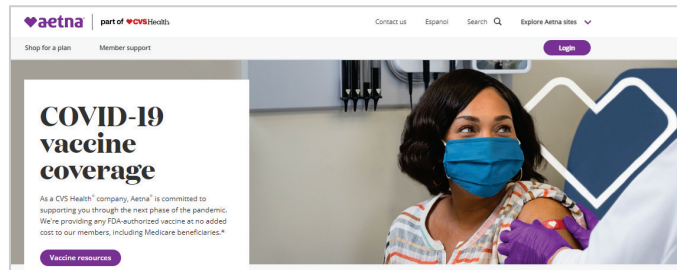


Keeping Aetna members informed with a multi-channel set of touch points

How we're communicating with your Aetna patients



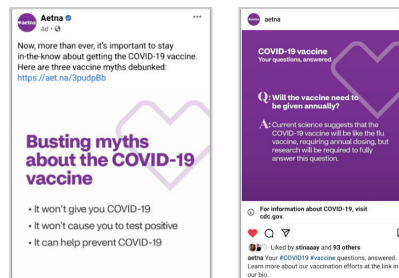
Member FAQs and daily [Aetna.com](https://www.aetna.com) updates



Member emails



Aetna weekly social posts



CVS #OneStepCloser Campaign



With every vaccine, we're one step closer to doing something we've missed. Like dining out!

With this campaign, members can share what they can't wait to be #OneStepCloser to ... and tag @CVSpharmacy.





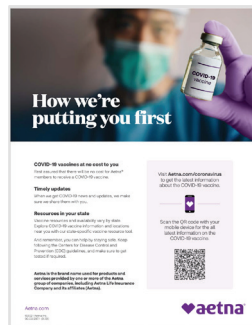
Primary care physicians are key influencers in the decision to get the vaccine for certain populations.

Vaccine resources to inform Aetna® patients



Flyers

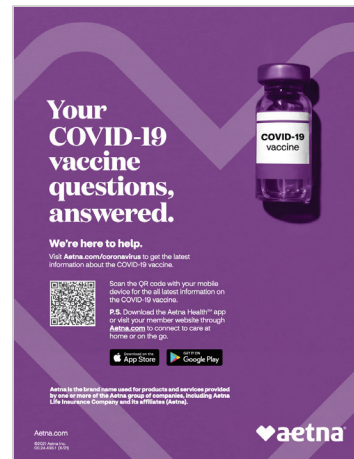
Flyers you can share digitally, or print to hand out to Aetna patients



[Printable 8.5 x 11 file - English](#)
[Digital 8.5 x 11 file - English](#)
[Printable 8.5 x 11 file - Spanish](#)
[Digital 8.5 x 11 file - Spanish](#)

Posters

Office poster you can share digitally, or print and display in common areas



[Printable 18 x 24 file - English](#)
[Digital 18 x 24 file - English](#)
[Printable 18 x 24 file - Spanish](#)
[Digital 18 x 24 file - Spanish](#)

[Printable 8.5 x 11 file - English](#)
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[Printable 8.5 x 11 file - Spanish](#)
[Digital 8.5 x 11 file - Spanish](#)





Social media communications



In a world of instant communications, if you or your patients follow social media, the following links with topics regarding the COVID-19 vaccine may be helpful.

Follow our Aetna and CVS Health Facebook and Twitter pages to see our ongoing social communications.



[Vaccine facts](#)



[How do vaccines work?](#)



[Vaccine timing](#)



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