

## **Long-Term Care Participant Vaccination FAQs for Program Administrators**

### **1. Are participants in Family Care, Family Care Partnership, PACE and IRIS eligible to receive the vaccine?**

Participants in these programs are eligible to receive their vaccination starting March 1<sup>st</sup>. While other groups in the state are also prioritized for the vaccine at this time (including educators), local vaccinators are free to vaccinate anyone within the current or newly eligible groups depending on their available supply and local plans. Vaccine appointments are based on local vaccinator administration plans and vaccine availability. It will take months to vaccinate all eligible groups.

### **2. Are participants in the children's long-term care programs eligible to receive a vaccination?**

Yes, participants in Children's Long-term Support Waiver Program, Katie Beckett Medicaid, Children's Community Options Program (CCOP), Children Come First and Wraparound Milwaukee, and Children with Medical Complexity Program ages 16 and older are eligible to receive the vaccine starting March 1. Participants should check with their vaccinator for eligibility and approved use based on the vaccination they are administering at that location.

### **3. Where will participants be able to receive a vaccination?**

Participants in long-term care programs will have the same options as any other eligible people in the state. They can receive the vaccine from a pharmacy, at their primary care provider's office, at local health systems, from their local or tribal health department, at their employer, or at a community-based vaccination site. For individuals in nursing homes or assisted living settings, they may receive the vaccination where they live. For those that are over age 65, their primary care provider or health system may reach out to them to schedule an appointment. Some employers are also setting up vaccination clinics for their employees, so individuals may be offered a vaccine where they work.

If an individual in a long-term care program has not identified a location where they prefer to get the vaccine, two pharmacy programs, Walgreens or Kroger (which runs Pick 'n Save and Metro Market locations) may be the best options. See question #s 4 and 5 below for more information on what eligibility groups they should choose when signing up with these pharmacies.

As more vaccine supply is available, some of the other settings such as primary care providers, health systems, or local or tribal health departments may have more appointments available.

### **4. How can participants access Walgreens to get a vaccination?**

Walgreens is offering vaccinations at many locations across Wisconsin. Walgreens has a hotline: 1-800-WALGREENS (1-800-925-4733) that people can call to set up an appointment for the vaccine. Participants can also set up an appointment by using the Walgreens website or the Walgreens app on their smart phone. Walgreens requires the person to first set up a Walgreens account and answer several questions including identifying the category of their eligibility. Walgreens recommends that people in the long-term care programs use the: **I am a resident or staff member in a congregate living facility** category. DHS has approved the use of this category for participants in long-term care programs.

## 5. How can participants access Pick ‘n Save and Metro Market Pharmacies to get a vaccination?

Pick ‘n Save and Metro Market are offering vaccinations at many locations across Wisconsin. People can set up an appointment at the following website: <https://www.kroger.com/rx/covid-eligibility> . When setting up the appointment, the participant should select **Long-Term Care or Congregate Living Facility Worker** for the eligibility category. DHS has approved the use of this category for participants in long-term care programs.

## 6. Where are all the vaccinators in Wisconsin listed?

A map of all the vaccination locations in Wisconsin can be found at: <https://www.dhs.wisconsin.gov/covid-19/vaccine-map.htm>. Each site on the map shows the populations eligible to receive vaccination at that location. This map is updated regularly with new vaccinators and community vaccination sites.

## 7. Where can participants get additional local vaccine information?

Wisconsin has started a new vaccine call center. Participants in long-term care programs may call (844) 684-1064 for vaccine assistance and to get vaccine questions answered. Since this call center was newly launched in March, staff answering phones may need some time to fully understand all the aspects of the long-term care programs and how individuals in long-term care programs access the additional supports they may need.

Participants in long-term care programs should contact their care manager, service coordinator, or IRIS consultant for local information and resources.

## 8. Where can participants get additional information about the vaccination?

Additional COVID resources can be found at the following links:

- COVID-19: Information for Adults in Long-Term Care Programs: <https://www.dhs.wisconsin.gov/covid-19/forwardhealth-adult.htm>
- BPDD COVID plain language fact sheets: <https://wi-bpdd.org/index.php/vaccine-information/>
- DHS Public Health COVID-19 Vaccination Eligibility information.
  - <https://www.dhs.wisconsin.gov/covid-19/vaccine-get.htm>
  - <https://www.dhs.wisconsin.gov/publications/p02914c.pdf>

Information specific to next steps after a COVID vaccination:

- One page handouts in multiple languages titled: “Next Steps: After you receive the COVID-19 vaccine” that may be of assistance and located on this page under the “Vaccine” accordion. These can be downloaded and printed as needed: <https://www.dhs.wisconsin.gov/covid-19/resources.htm>
- Link to the English version (also in Spanish, Hmong, Hindi and Somali) of “Next Steps”: <https://www.dhs.wisconsin.gov/publications/p02879.pdf>

- DHS webpage for “COVID-10: After You Receive the Vaccine”:  
<https://www.dhs.wisconsin.gov/covid-19/vaccine-after.htm>

### **9. How can participants get to the location for their vaccination?**

Encourage participants to connect with other people in their lives who may be able to help set up and provide a ride to an appointment. Talk with them about asking a family member, supported decision maker, friend, caregiver or guardian to help with transportation. Encourage them to sign up with any unvaccinated caregivers, so they can go together.

For participants in Family Care who do need assistance with transportation, they should contact their care manager to arrange transportation.

Other members and participants who are eligible for non-emergency medical transportation (NEMT) services may schedule rides to COVID-19 vaccination appointments with MTM, Inc. (Wisconsin’s NEMT manager) once they have confirmed their appointment. **Rides can be scheduled the same day as the appointment.**

To schedule a ride, members should call MTM, Inc. at (866)-907-1493 (TTY 711). When scheduling their ride, members will be asked to provide their ForwardHealth ID number (from their ForwardHealth card) and the address of the vaccination site.

For more information regarding scheduling rides, visit the Wisconsin Department of Health Services’ [NEMT web page](#).

IRIS participants may also contact their IRIS consultant to explore options for transportation, if needed.

### **10. Are caregivers still eligible to receive a vaccination?**

Yes, paid and unpaid caregivers of participants in long-term care programs are still eligible to get a vaccination. If you are assisting a participant in getting a vaccination, ask them if they have any caregivers who still need a vaccination. You could suggest they schedule their appointments at the same time and help them set this up.

Information about who is eligible for vaccine is available here: [COVID-19: Am I Eligible for the Vaccine?](#)

### **11. What proof does the person or the caregiver need when they go for their appointment?**

Participants should not have to show proof that they or their caregiver are eligible to receive a vaccination; however, some vaccinators do require proof. Participants and their caregivers may take the letters they received from their long-term care program. They could also take their current plan to show they are in a long-term care program, or they may be able to provide an attestation statement or sign an attestation form.

**12. What will the participant need to bring with them to the vaccination?**

Participants should know the full spelling of their name and date of birth. Additionally, participants may need to bring identification to their appointment. They should follow the directions of the vaccinator.

Examples of documentation that may be required include:

- The confirmation of their appointment.
- A driver's license or a state ID.
- Their insurance cards (ForwardHealth Card)
- If they don't have an ID, bring something with their name on such as:
  - The letter you received from your long-term care program.
  - Your Family Care, IRIS, or CLTS service plan.
  - A pay stub from your job.
  - A piece of mail with your name and address.
  - A library card, bus pass, or membership card.

**13. Is there a statewide registration system?**

Yes; however, the site is not available for statewide use yet. Once available, people will be able to access it at: [www.vaccinate.wi.gov](http://www.vaccinate.wi.gov)

**14. If the participant lives in a group setting, such as an assisted living facility, where can they get a vaccination?**

Check with the assisted living or group home to see if they have a plan in place to get the participant vaccinated. They may be participating in the [Federal Pharmacy Partnership Program for Long-Term Care](#). If there is no plan, participants and caregivers will need to access the vaccine in the community. See FAQ #3.

**15. If the participant lives in a 1-2 bed adult family home where can they get a vaccination?**

The 1-2 bed adult family homes are not participating in the Federal Pharmacy Partnership Program for Long-Term Care, so participants and caregivers will need to access the vaccine in the community. See FAQ #3.

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