

# Dedicated to Your Safety

Western  
Health  
Advantage



## What you need to know about COVID-19 testing, treatment, and vaccines



### Concerned about COVID-19 symptoms?

If you think you've been exposed to COVID-19, and have developed symptoms, such as a fever and cough, please stay at home and call your doctor.

- It's always best to start with your primary care physician (PCP) for your care, so if you are concerned about your symptoms, call your PCP's office (use your MyWHA app for quick access).
- If you cannot reach your PCP, call our Nurse24 advice line at 877.793.3655 or chat securely online at [mywha.org/nurse24](https://mywha.org/nurse24). A registered nurse is available 24/7 to discuss your symptoms. They can help determine if your symptoms are a cold, flu, COVID-19 or something else and help direct you to an appropriate care location.
- If you are traveling outside WHA's service area and need to go to an urgent care location or nearest emergency room, WHA covers those services. For details, visit [mywha.org/ER](https://mywha.org/ER).
- Also, if you have an emergency while traveling more than 100 miles away from home (including worldwide), you can access services from Assist America; visit [mywha.org/travel](https://mywha.org/travel).

### COVID-19 Testing

If you have symptoms or have been exposed to someone who tested positive for COVID-19, you can call your doctor to help determine what action is needed.

- WHA covers testing to determine if you currently have COVID-19.
- If you believe you have been exposed and want to get tested, members may access testing from any provider without prior authorization or referral from your doctor.
- WHA doesn't cover the test for a workplace testing program required by an employer.

### COVID-19 Treatment

- WHA is waiving all treatment costs associated with COVID-19 care in an effort to alleviate any unnecessary stress or out-of-pocket costs to impacted members. This financial assistance will apply to treatment between February 1, 2020 and June 30, 2021. This includes copayments and deductibles, if applicable, for office visits and hospitalization, and for services related to the treatment of COVID-19.

### COVID-19 Vaccine Availability

Approved COVID-19 vaccines are here in California. WHA will cover the vaccine and its administration without a copayment or deductible once it is FDA-approved for public use.

**See following page for Vaccine Frequently Asked Questions >**

**LEARN MORE ABOUT CORONAVIRUS |** Contact your PCP or visit [westernhealth.com/coronavirus](https://westernhealth.com/coronavirus)

## COVID-19 Vaccine Frequently Asked Questions (FAQs)

Vaccination distribution is currently underway through phases (as determined by the state of California in cooperation with the CDC and federal government). We join with our network physicians in encouraging our members to get the vaccine when you become eligible. COVID-19 vaccines are meant to prevent you from getting the disease and spreading it to others. COVID-19 vaccines authorized by the FDA have been shown to be safe and effective in clinical trials.

### Vaccine FAQs on when and where to get your COVID-19 vaccine(s):

#### Q. When will I know when the vaccine is available to me/my family?

A. At this time, we encourage our members to access resource links to help learn about the vaccines and determine your eligibility.

#### Q. Where do I go to find eligibility and vaccine locations?

A. This best place is California's statewide vaccine scheduling portal, **My Turn ([myturn.ca.gov](https://myturn.ca.gov))**.

Residents can use this to:

- check your eligibility under your county of residence
- identify which industry you belong to
- see if you qualify based on age and medical conditions (list is on that portal)\*
- make an appointment at available locations (mostly local retail pharmacies at this time, but your doctor's may be an option in near future).

\*Individuals 18-64 years old with certain high-risk medical conditions may soon become eligible for the vaccine.

#### Q. Can I get a vaccine through my dentist?

A. It's possible, as some dentists who completed required training, are allowed. Dentists have become more involved with the vaccination effort after a recent emergency public health waiver allowing dentists to administer the vaccine to those 16 years and over.

#### Q. How safe and effective are the vaccines?

A. All three FDA-approved COVID-19 vaccines have been shown to be safe and effective. Ensuring a safe and effective COVID-19 vaccine is a critical component of the U.S. strategy to reduce COVID-19-related illnesses, hospitalizations, and deaths. Discuss any concerns with your doctor. A vaccine may cause symptoms, such as fever, which are generally normal and a sign that the body is building immunity.

#### Q. What about the newest Johnson & Johnson vaccine?

A. This is one of the three vaccines, but availability varies by state/county. The Johnson & Johnson one-dose COVID-19 vaccine recently received Emergency Use Authorization from the FDA.

**Q. Which vaccine should I get if I've had a bad reaction in the past?**

**A.** You should get whichever vaccine is available to you as soon as you are eligible. It's better to be vaccinated than not at all. If you have had a reaction to vaccines in the past, email/call your doctor and get advice as he/she knows you best and you'll decide together.

**Q. Can I still get the virus after I get the vaccine?**

**A.** There is little chance of getting the virus once the COVID vaccine has been received.

**Q. Can I visit with family and friends after I get the vaccine?**

**A.** To be fully protected from the virus, allow at least two weeks before visiting others who have also been fully vaccinated. Continue using precautions such as wearing a mask and social distancing around others who have not been fully vaccinated or have other health issues.

**Q. Why do I have to get vaccinated twice?**

**A.** Pfizer and Moderna vaccines require two doses to ensure adequate immune response (i.e. antibodies) which protect you from contracting the virus. There are other vaccines as well that require more than one dose to build more complete immunity, such as the vaccine for shingles.

**Q. What if I got a flu vaccine or other immunizations recently, should I wait a period of time?**

**A.** It is advisable to receive the COVID vaccine two weeks before or after receiving other vaccines.

**Q. What if I have diabetes, asthma, heart condition or obesity?**

**A.** Individuals with these conditions are at higher risk for getting the virus and becoming seriously ill. The Centers for Disease Control and Prevention recommends individuals with a medical condition to get the vaccine. If you have concerns, it's always a good idea to speak with your doctor.

**Q. What if I take several medications, does the vaccine interfere with them?**

**A.** There is very little chance that the vaccine will interfere with prescription medications because the vaccine targets different parts of your body than your medications. If you still have questions, reach out to your doctor for help.

**Important Note:** Please understand that COVID-19 vaccine distribution is a dynamic and fluid situation, which can change often with new guidelines from federal/state/local governments. Continue to monitor publicly available information, as well as that from your PCP, medical group and **WHA's COVID-19 web page:** [westernhealth.com/coronavirus](https://westernhealth.com/coronavirus).