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# Vaccination Group 3: FAQs

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**(AS OF 3/5/2021)**

**FORM/REGISTRATION ISSUES**

**I could not open the Google Form to register my company, how should I register?**

Call the COVID-19 Referral Line at 828-282-2002. A scheduling specialist can take your information and fill out the form for you.

**DETERMINING ELIGIBILITY**

**Our company has been certified by the state as an essential manufacturer. Do we need to provide that letter?**

Organizations should mention the letter in the Google form; however, that letter does not guarantee Group 3 or Group 4 placement, as the state has specific criteria for who is eligible in each vaccination group.

**REGISTRATION PROCESS**

**Can the person completing the form assign a different coordinator within the company?**

Yes. We recommend selecting someone from Human Resources, a supervisor or someone with strong organizational skills to fill that role.

**MULTIPLE FACILITIES**

**I have multiple facilities within Catawba County - do I need to fill out multiple forms?**

No, only one form is needed per organization, no matter how many locations the organization has in Catawba County.

**I have multiple facilities across NC.  Will this application cover all of my employees?**

No, each county has a different process. You will need to contact public health in each of the counties where you have facilities.

**If we support locations outside of Catawba County, should we include those associates in the list?**

Yes, if those associates live or work in Catawba County. If not, you should contact public health in that county to find out how to schedule those individuals.

**ELIGIBLE EMPLOYEES**

**I have employees who live outside Catawba County. Will they qualify to receive the vaccine?**

Yes, if they work here, we will vaccinate them.

**Are all NC counties using this same process?  Who should I work with if not?**

No, each county has its own process. Employers should work with each county’s health department to determine how to schedule appointments.

**We are a Group 3 company - but are my employees working remotely covered under this?**

This depends on the individual employee’s work arrangement. If employees work in person, even part of the time, they are eligible in Group 3. If they are fully remote, then they are not eligible.

**Can we sign up all employees, even if we don’t know if they want the vaccine or not?**

No, you should only sign up employees who express a desire to receive the vaccine, as we will reserve appointment times based on the information you give us. Listing everyone could result in no-shows, which would negatively impact our planning and would prevent someone who wants to receive the shot from being given that appointment time.

**Can educators who are working with homeschool, private school or summer camps be included in Group 3?**

Eligibility determinations will be made after you submit your organization’s information form. A scheduling specialist will then reach out to you with more information.

**INSURANCE-RELATED**

**When my company provides employee flu shots, insurance also extends to dependents and/or spouse. Will this work the same for the COVID vaccine?**

No, the state has set parameters for who is currently eligible and vaccine providers must follow them closely. Currently, individuals in Group 1 (healthcare workers), Group 2 (age 65+) and Group 3 (frontline essential workers) are eligible. Other groups will become eligible in the next few weeks and months.

**Will our employees need to provide insurance information or pay any fees/charges for the vaccine?**

There is no cost to the employee receiving the vaccine and insurance coverage is not required. Vaccination providers are allowed to ask for insurance information and they can charge the insurance company for administering the vaccine; however, many do not. No cost is passed along to the vaccine recipient.

**SCHEDULING PROCESS**

**How many vaccination dates and times will there be? How many employees will be able to get vaccinated at each session?**

All scheduling is dependent on available vaccine supply. When we are ready to schedule your group, your scheduling specialist will reach out to you to discuss needs surrounding group size, timing, etc.

**How will we know who our scheduling specialist is?**

A scheduling specialist will be assigned to you once you have completed the information form in Step 1. That person will call or email you to answer questions, discuss eligibility and discuss next steps.

**Will vaccine administration be done at the work site or will essential workers need to go to a central location to receive the vaccination?**

Your organization will be assigned to one of our vaccination sites based upon which of the partners will be administering your vaccine. Your scheduling specialist will notify you of your assigned location when your appointments are scheduled.

**Will each individual employee receive communication during this process?**

We ask that you communicate with your employees about the vaccine to ensure that they have information on the vaccine and to inform them about your organization’s plans. Depending on which data entry option you choose, each employee may receive an email from NC CVMS to register. Your scheduling specialist will discuss these options with you so you can select the option that works best for your organization and your employees.

**Will the 2nd shot be scheduled at the time of the 1st vaccine?**

This will depend on which vaccine is administered. Moderna and Pfizer both require a second dose, which will be scheduled when the first dose is administered. The Johnson & Johnson vaccine requires only a single dose, so second appointments will not be needed.

**Will all employees from an organization be scheduled at the same date and time? Or will they be offered individual times?**

We will give your organization blocks of appointments. These could all be in a single day or could be spread out over multiple days. You can discuss any needs along these lines with your scheduling specialist.

**What about over the road drivers who have an irregular schedule. How can we ensure they are accommodated?**

Your scheduling specialist will be able to make arrangements for these individuals to be vaccinated.

**Will we know which vaccine we are receiving before we sign up? Can we request a specific vaccine?**

Because our allocations can vary and often include more than one brand of vaccine, we will likely not know in advance which one your employees will receive and cannot accommodate requests for a specific vaccine. All three of the currently available vaccines are highly effective at preventing severe disease and death.

**HELPFUL INFORMATION/RESOURCES**

**Are the materials available in Spanish?**

Not yet. We are currently working on translations. To receive the translations when they are ready, please email [ekillian@catawbacountync.gov](mailto:ekillian@catawbacountync.gov).

**How many Catawba County citizens do you estimate are in Group 3 that will be eligible for the vaccine?**

While we do not have an exact number, we know that there will be tens of thousands of people who are eligible in Group 3.

**Our company is not in Group 3, but will the County do something similar for future groups?**

At this time, we plan to offer vaccinations for Group 4 in much the same manner. However, vaccination availability is rapidly evolving and we will adjust plans as necessary to respond to those changes as they arise.

**Can you provide a template for communicating information to our employees?**

Yes, this is part of the Step 1 and 2 guide that has been emailed out to attendees.