



COVID-19 UPDATE | January 20, 2021

# What you need to know

As we continue to manage through the COVID-19 pandemic, Kaiser Permanente is committed to making sure our customers have the latest information. When we receive updates, we will ensure you receive any information that may impact KP members. This is a challenging time for everyone, and Kaiser Permanente is here to support you with news and information to manage your Kaiser Permanente plan.

## COVID-19 Vaccine Availability in California

The Centers for Disease Control and Prevention (CDC) will oversee distribution of the vaccine throughout the United States. The CDC has recommended that health care workers and residents of long-term care facilities be prioritized for the first vaccinations. Based on these guidelines, state officials have decided which groups in their states will get the vaccine in the first phase of distribution.

At first, there will be a limited supply of vaccine. Each state will move to the next phase of distribution as more vaccine becomes available. Kaiser Permanente will offer the vaccine to people who meet the criteria at each phase, as supplies allow.

Also of note, Kaiser Permanente members can get the vaccine from any facility that has been approved as a COVID-19 vaccine provider by its state department of health. Non-Kaiser Permanente members will also be able to get the vaccine through Kaiser Permanente at no cost.

### Getting Vaccinations: Flu & COVID-19

- Get a flu shot at one of our convenient flu shot locations by selecting your region at [www.kp.org/flu](http://www.kp.org/flu).
- If you would like to make an appointment to receive a COVID-19 vaccination the most efficient and quickest way is through the E-Visit option on [kp.org](http://kp.org).

## Scheduling Vaccine Appointments for Eligible Members

Kaiser Permanente is working diligently to provide available vaccines to our members which currently include health care workers and long-term care facility residents.

Due to vaccine quantity that fluctuates daily from public health authorities, a limited number of vaccine appointments are currently available. In order to properly screen and socially distance patients, we will be providing the vaccine by appointment only. Please note that we are currently experiencing high call volumes given the current COVID-19 crisis and you may experience longer than normal wait times.

Members who believe they're eligible to receive the vaccine in Phase 1a should follow the following directions based on the region in which they reside:



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**Southern California:** Members who believe they're eligible to receive the vaccine in Phase 1a should sign in to [kp.org](https://kp.org) and complete an e-visit (eligibility questionnaire). If the e-visit determines that the member is eligible in Phase 1a, they will be able to schedule a vaccination appointment, subject to availability. Members who don't have access to [kp.org](https://kp.org) may call **1-833-KP4-CARE** or **1-833-574-2273** for assistance.

**Northern California:** Members who believe they're eligible to receive the vaccine in Phase 1a should call **1-866-454-8855** to schedule a vaccination appointment, subject to availability. Beginning January 22, members can sign in to [kp.org](https://kp.org) and complete an e-visit (eligibility questionnaire). If the e-visit determines that the member is eligible in Phase 1a, they will be able to schedule a vaccination appointment.

## What to expect when you get a COVID vaccine

When it's your turn to get the COVID-19 vaccine, it is helpful to understand what you can expect. The attached flyer outlines the dose requirement, receiving a vaccination card, possible side effects and the importance of continuing safe habits.

## Surging COVID-19 Cases in California

COVID-19 cases are surging in parts of the United States, particularly in Southern California. To help ensure we have staffing, capacity and equipment to care for the most critically ill patients in the region, our doctors continue to assess all elective or nonurgent surgeries and procedures scheduled for the next few weeks to determine which of those can be safely postponed or rescheduled. All patients whose elective procedures, surgeries, or appointments are being postponed or rescheduled will be contacted directly by Kaiser Permanente. This is an evolving situation, and we will share more details as they become available.

## Upcoming COVID-19 webinars

With rapid changes in what we know about COVID-19, we are offering a webinar series focused on the most common questions we hear, the latest clinical news, and the impact of COVID-19 on the mental health and well-being of your workforce. Join us and get information on how to navigate this global crisis and register to attend. (see attachment)