



COVID-19 VACCINE



#CommunityImmunityWV

WV COVID-19 Vaccine Registration System Frequently Asked Questions (FAQs)

All West Virginians age 16 and older are encouraged to pre-register for COVID-19 vaccination by creating a WV COVID-19 Vaccine Registration System account at vaccinate.wv.gov.

Q: How do I pre-register?

A: West Virginians can pre-register online at vaccinate.wv.gov to sign up for vaccine appointment notifications and opt-in to receive other important messages related to the pandemic and emergencies. When a vaccine is available for you based on supply and your demographics and location, you will receive a notification through the preferred method you selected (email/text/phone/TTY).

When you receive notifications, caller ID will appear as Vaccinate WV or 1-833-734-0965, emails will display from the West Virginia Department of Health and Human Resources (vaccinatewv@wv.gov), and text (SMS) messages will show the sender ID as 88911. Please note, the email address and text number are not monitored, so you cannot reply to the email or text notifications. If you have questions about a notification that you receive, please call 1-833-734-0965.

Q: How do I pre-register if I do not have internet access?

A: West Virginians who need assistance or do not have internet access may pre-register by phone through the West Virginia COVID-19 Vaccine Info Line: 1-833-734-0965. The info line is open Monday-Friday 8 a.m. to 6 p.m., and Saturday 9 a.m. to 5 p.m. This service is available for any West Virginian who does not have the ability to register online or anyone preferring to speak to a person to pre-register.

Q: Who is eligible for a COVID-19 Vaccination?

A: As of February 15, 2021, West Virginia residents ages 65 and older and those who work in West Virginia and meet age and occupation criteria, as determined by the state, are eligible to access the limited supply of COVID-19 vaccines; however, all West Virginians ages 16 and older are encouraged to pre-register in the West Virginia COVID-19 Vaccine Registration System. As vaccine supply increases and the vaccine becomes available to more age groups and occupations, appointment notifications will be sent to those who have pre-registered and who meet those criteria.

Q: What happens if I am currently on another waitlist and also sign up through the West Virginia COVID-19 Vaccine Registration System?

A: West Virginians will keep their spot in line if they are on a waitlist at a local health department and also pre-register using the West Virginia COVID-19 Vaccine Registration System. Pre-registration in the WV COVID-19 Vaccine Registration System may in some cases increase chances of being served sooner than a local waitlist. Thus all West Virginians 16+ in age are encouraged to pre-register.

Q: How are appointments scheduled?

A: Appointments are scheduled based on an individual's eligibility and availability of the vaccine. Notification of a specific appointment day, time and location will be sent by the West Virginia COVID-19 Vaccine Registration System. You will receive a phone call, email and/or text based on the notification method you selected during pre-registration. You will have 2 hours to (1) accept the appointment, (2) indicate that you are unavailable or (3) decline and opt-out of future notifications. If you indicate that you are unavailable for the appointment you are offered, you do not need to re-register as you will be put back into the queue for the next available appointment. Note again that caller ID will appear as Vaccinate WV or 1-833-734-0965, emails will display from the West Virginia Department of





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Health and Human Resources (vaccinatewv@wv.gov), and text (SMS) messages will show the sender ID as 88911. Please update your address books accordingly to avoid messages going to spam/junk.

Q: How will I be notified if I sign up through the West Virginia COVID-19 Vaccine Info Line or do not have computer access?

A: When pre-registering by phone, West Virginians can choose their preferred method(s) of communication: text, email, landline, and/or cell phone. Those who selected a preferred method of notification, phone (landline or cell), email or text, will receive alerts when it is their turn to schedule an appointment to receive the vaccine.

Q: I pre-registered but haven't been contacted for an appointment. Should I pre-register again?

A: You only need to pre-register one time. You will be notified when there is an appointment available for you. Pre-registering multiple times will not increase your ability to receive the COVID-19 vaccine. Appointments are scheduled based on an individual's eligibility and availability of the vaccine. Vaccine supplies are limited, so pre-registration does not mean immediate access to vaccination. This means that you might need to wait days, weeks, or months before receiving an appointment.

Q: Can I review and update my information in the West Virginia COVID-19 Vaccine Registration System?

A: Yes. If you pre-registered online you can edit your information at any time by logging into your account at vaccinate.wv.gov. If you called the COVID-19 Vaccine Info Line to pre-register, you may call the info line again at 1-833-734-0965 to make changes to your account.

Q: Will I be charged for the COVID-19 vaccine?

A: No. There is no fee for the COVID-19 vaccine. However, vaccination providers can charge an administration fee for giving someone the shot. Vaccination providers can be reimbursed for this by the patient's public or private insurance company or, for uninsured patients, by the Health Resources and Services Administration's Provider Relief Fund. No one can be denied a vaccine if they are unable to pay the vaccine administration fee.

Q: Why does the pre-registration form ask for my insurance information?

A: This is an optional field. Some providers may bill insurance for the administration of the injection. However, there is no cost for the vaccine itself.

Q: What happens if vaccination clinics are canceled due to inclement weather?

A: In cases of inclement weather, clinics will be rescheduled. Currently local health departments are managing notifications for the vaccine clinic sites. Those registered in the West Virginia COVID-19 Vaccination Registration System may receive notifications about clinic changes through both the registration system and through announcements from local health departments at this time. Additional sources for information about clinic changes or delays are local news, social media and www.vaccinate.wv.gov.

Q: Should I pre-register if I am a school worker or other essential employee?

A: Yes. School employees or other essential workers should pre-register through the West Virginia COVID-19 Vaccine Registration System at vaccinate.wv.gov.





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Q: What are the locations in West Virginia where COVID-19 vaccines are administered?

A: For a list of community vaccination locations, visit vaccinate.wv.gov. Currently the Federal Pharmacy Program has identified certain Walgreens locations in West Virginia as administrators for the COVID-19 vaccine. Most community vaccination clinics and Walgreens locations are using the WV COVID-19 Vaccine Registration System to offer appointments to those who have pre-registered and meet eligibility criteria.

Q: What should I bring to my COVID-19 vaccine appointment?

A: Please bring some form of identification. If you are receiving a COVID-19 vaccination due to your occupation, please bring proof of employment in the form of a badge/ID card, pay stub, or letter from your employer on official letterhead.

Q: Can I schedule my appointment?

A: No. Vaccine supply is limited; therefore, pre-registration in the WV COVID-19 Vaccine Registration System does not allow for future scheduling by the user.

Q. Will my information in the West Virginia COVID-19 Vaccine Registration System be shared with others?

A: No. The West Virginia Department of Health and Human Resources (WVDHHR) will never share or distribute your personal information from the West Virginia COVID-19 Vaccine Registration System, unless required to do so by law. Additionally, your information will never be used for any purpose other than to send you notifications or information pertaining to COVID-19 vaccine appointments, pandemic-related information, or emergency response in West Virginia.

Q. Is my information secure in the West Virginia COVID-19 Vaccine Registration System?

A: Yes. The security framework is governed by ISO/IEC 27001:2013 Information Security Standard and utilizes a comprehensive set of security requirements and controls within US National Institute of Standards and Technology (NIST) Special Publication 800-53 – Security and Privacy Controls for Information Systems. Everbridge, the company contracted to deliver the state's vaccine registration system, has achieved internationally recognized ISO/IEC 27001:2013 certification. More details are available at <https://www.everbridge.com/about/legal/compliance/>

Q. If I don't register in this system, will I be able to make a COVID-19 vaccine appointment some other way?

A. With the exception of a few specific occupations and hard-to-reach groups, pre-registration through the West Virginia COVID-19 Vaccine Registration System is the only way that most West Virginians will be offered appointments while vaccine supply is limited.

Q. How will I know that I am getting contacted by the West Virginia COVID-19 Vaccine Registration System and not through a fraudulent scheme?

A. When you are contacted with a COVID-19 vaccine appointment availability notification, the caller ID will appear as Vaccinate WV or 1-833-734-0965, emails will display from the West Virginia Department of Health and Human Resources (vaccinatewv@wv.gov), and text (SMS) messages will show the sender ID as 88911.

You will never be asked by us to pay a fee to schedule an appointment, provide your social security number or credit card number. If you believe you have been the victim of a COVID-19 fraud, immediately report it to the FBI (ic3.gov, tips.fbi.gov, or 1-800-CALL-FBI) or HHS OIG (tips.hhs.gov or 1-800-HHS-TIPS).

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