

Coronavirus (COVID-19) Vaccination Frequently Asked Questions (FAQs) for Providers

Last updated: January 26, 2021

As the COVID-19 vaccine situation continues to develop, updates will be posted here. Please check back regularly.

The following information applies to all Tufts Health Plan products for in-network and out-of-network (OON) providers during the public health emergency (PHE) who administer COVID-19 vaccinations in the following settings:

- Provider offices
- Minute clinics
- Urgent care centers
- Emergency rooms
- Pharmacies
- Other appropriate locations in accordance with the state Department of Public Health (DPH) and CDC requirements

Does Tufts Health Plan cover COVID-19 vaccinations?

Yes, once a COVID-19 vaccine has Emergency Use Authorization (EUA) or approval from the FDA, Tufts Health Plan will cover the cost of the COVID-19 vaccination administration **when applicable** and will not apply member cost share. For more information, refer to the [COVID-19 Vaccination Payment Policy](#) for all Tufts Health Plan products. **Note:** Tufts Health Plan also covers the influenza vaccination (flu shot) and recommends that all members get the flu shot annually.

Does Tufts Health Plan require prior authorization, referrals or inpatient notifications for COVID-19 vaccination?

Referrals, prior authorizations or inpatient notifications are not required for the administration of the COVID-19 vaccination. This includes the COVID-19 vaccine being administered by OON providers during the public health emergency (PHE).

How do I bill Tufts Health Plan for the COVID-19 vaccination administration and how will I be compensated?

Refer to the [COVID-19 Vaccination Payment Policy](#) for all Tufts Health Plan products.

Who will receive the COVID-19 vaccination during the first phase?

For information about who will receive the COVID-19 vaccination during the first phase, refer to the [CDC](#) and the DPH for [Massachusetts](#), [Rhode Island](#) and [New Hampshire](#) for further information. Providers should also stay in touch with colleagues at their state medical societies.

Should I discuss the COVID-19 vaccination with my patients?

Tufts Health Plan encourages all providers to discuss getting the COVID-19 vaccination with their patients.

How do I report issues (if any) after the administration of the COVID-19 vaccine to a patient?

Providers should report adverse events following vaccination to VAERS.

How can I differentiate between Tufts Health Senior Care Options (SCO) plans (dual eligible and Medicaid)?

Providers should refer to members' Tufts Health Plan ID card to confirm. Providers can also check member eligibility by logging into the secure Provider [portal](#). Once logged into the portal, providers should refer to the HMO-SNP indicator in the Plan Type field, which distinguishes between the two plans. Providers will see "Tufts Health Plan Senior Care Options (HMO SNP)" in the field for the dual eligible plan and Tufts Health Plan Senior Care Options only for the Medicaid plan.

Where can I find more information about getting the vaccine?

The COVID-19 vaccines are safe and effective. We encourage our providers and our members to get vaccinated when they are eligible. State-specific information is below:

Massachusetts

If you are seeking vaccine information for you and your staff, there are a series of required steps you must undertake. More information can be found [here](#).

New Hampshire

If you are seeking vaccine information for you and your staff, information can be found [here](#).

Maine

If you are seeking vaccine information for you and your staff, information can be found [here](#).

Where can I find more information on how I can provide the vaccine to others?

The COVID-19 vaccines are safe and effective. We encourage our providers and our members to get vaccinated when they are eligible. State-specific information is below:

Massachusetts

If you are seeking information on how you can provide the vaccine for others, information can be found [here](#).

Rhode Island

Information for providers who wish to provide the vaccine can be found [here](#).

New Hampshire

Information for providers who wish to provide the vaccine can be found [here](#).

Maine

Information for providers who wish to provide the vaccine can be found [here](#).