

FAQs from High Risk Beneficiaries

1. **Do you have to be enrolled to receive the COVID Vaccine at BACH?** At this time, the current plan is to survey and vaccinate those beneficiaries who are enrolled and receive primary care at BACH. If we determine in the future COVID vaccines are authorized to additional ID card holders, the BACH team will provide information as to how to schedule an appointment to receive the vaccine.
2. **How do I know if my name is on the survey list as a high risk beneficiary?** The patients enrolled to BACH were categorized as High Risk according to the CDC factors indicated in their medical record. A person having one or more of these factors are at an increased risk of severe illness in the event they contract COVID.
3. **What qualifies someone as High Risk?** A patient is considered High Risk if they have one or more factors identified by the CDC which includes, those over 65 years and those who have cancer; chronic kidney disease; COPD; heart conditions such as heart failure, coronary artery disease, or cardiomyopathies; immunocompromised state from solid organ transplant; obesity or severe obesity (BMI greater or equal to 30kg/M2); pregnancy; sickle cell disease; smoking; or type 2 diabetes mellitus, and Down's Syndrome.
4. **When can I schedule my COVID Vaccination?** At this time BACH is still in PHASE 1, which includes the population group of Healthcare providers, Healthcare Support, Emergency Services & Public Safety, Essential Workers of Fort Campbell, and personnel preparing to deploy. Upon the completion of this phase and when vaccines are available, we will begin Phase II and the vaccination will be available to High Risk prime beneficiaries.
5. **How can I schedule my COVID Vaccine appointment?** After the phone survey concludes, all High Risk Personnel that indicated they are interested in receiving the vaccine will be placed on a call-back list and will receive another call with instructions to schedule their appointment. Do not call at this time, there are no vaccines or appointments available at this time.
6. **What if I didn't receive a phone call but have CDC High Risk factors?** Please wait until the survey period has concluded on Jan. 18, 2021. If you have not received a phone call by Jan. 18, 2021, please send a secure message to your BACH Primary Care Provider.
7. **What if I changed my mind from the time I answered the survey and now would like to receive the vaccine?** Because of the large volume of High Risk Beneficiaries, those individuals that initially answered "Yes" will be contacted first to schedule appointments. Those High Risk individuals who answered "No" in the phone survey will be rolled into Phase III, but are encouraged to send a secure message to their Primary Care Provider if they change their mind and to ensure they are not overlooked.
8. **What if I am a Tricare for Life beneficiary and my primary care provider is in the Network?** At this time, the current plan is to survey and vaccinate beneficiaries who are enrolled and receive primary care at BACH. It is highly encouraged that these individuals over the age of 65 reach out to their Primary Care Provider to obtain the vaccine. In the future, if/when there are additional resources that will allow the vaccination to additional ID card holders, the BACH team will provide information as to how to schedule an appointment.